



NATIONAL SECURITY AGENCY  
CENTRAL SECURITY SERVICE  
FORT GEORGE G. MEADE, MARYLAND 20755-6000

FOIA Case: 60031A  
17 September 2011

Mr. John Greenewald, Jr.  
[REDACTED]  
[REDACTED]

Dear Mr. Greenewald:

This responds to your Freedom of Information Act (FOIA) request received by this office on 21 October 2009 for "a copy of the National Security Agency (NSA) Employee Manual or Handbook." A copy of your request is enclosed. Your request has been processed under the FOIA and the document you requested is enclosed. Certain information, however, has been deleted from the enclosure.

This Agency is authorized by statute to protect certain information concerning its activities, as well as the names of its employees. Such information is exempt from disclosure pursuant to the third exemption of the FOIA, which provides for the withholding of information specifically protected from disclosure by statute. The specific statute applicable in this case is Section 6, Public Law 86-36 (50 U.S. Code 402 note). We have determined that such information exists in these records, and we have excised it accordingly.

The Initial Denial Authority for NSA information is the Deputy Associate Director for Policy and Records, Diane M. Janosek. Since these deletions may be construed as a partial denial of your request, you are hereby advised of this Agency's appeal procedures. Any person denied access to information may file an appeal to the NSA/CSS Freedom of Information Act Appeal Authority. The appeal must be postmarked no later than 60 calendar days from the date of the initial denial letter. The appeal shall be in writing addressed to the NSA/CSS FOIA Appeal Authority (DJP4), National Security Agency, 9800 Savage Road STE 6248, Fort George G. Meade, MD 20755-6248. The appeal shall reference the initial denial of access and shall contain, in sufficient detail and particularity, the grounds upon which the requester believes release of the information is required. The NSA/CSS Appeal Authority will endeavor to

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respond to the appeal within 20 working days after receipt, absent any unusual circumstances.

Sincerely,

A handwritten signature in cursive script, appearing to read "Pamela N. Phillips".

PAMELA N. PHILLIPS  
Chief  
FOIA/PA Office

Encls:  
a/s

## (U) Welcome

(U//~~FOUO~~) Welcome to the National Security Agency/Central Security Service! This Agency offers tremendous opportunities for a wide range of professionals who play vital roles in our mission every day. Your unique qualifications and expertise will ensure that NSA/CSS achieves global cryptologic dominance through national network advantage.

(U//~~FOUO~~) Beginning a new job in a new office can be overwhelming. However, your immediate supervisor or his/her appointee will introduce you to your new co-workers, familiarize you with your new workstation, explain your duties, and ensure that you receive the proper training needed for your new position.

(U//~~FOUO~~) This handbook provides information to ease your transition into the NSA/CSS work force by answering some of the most immediate questions you might have. It is designed as a quick reference, not a comprehensive guide, to NSA/CSS policies and regulations.

(U//~~FOUO~~) The Human Resources (HR) web page provides detailed information regarding employee services, benefits, promotions, awards, workforce strategies, recruitment and hiring, occupational health, environmental and safety services, and other HR programs and services. Moreover, HR professionals in the Human Resources Service Centers (HRSC) stand ready to assist civilian employees in work-related personnel matters, career guidance, benefits information, and other HR-related matters. Visit our HR web page by typing "go hr" in the NSA/CSS intranet browser.

(U//~~FOUO~~) NSA/CSS provides a working environment unlike any other – you are joining a cadre of flexible, innovative, crisis-oriented, technology-driven professionals who strive to protect the U.S. from harm. We welcome you, and wish you good luck and best wishes for a productive and successful career!

  
\_\_\_\_\_  
John Taflan

Associate Director for Human Resources  
Chief Human Capital Officer

Approved for Release by NSA on 09-06-2011, FOIA Case # 60031

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## (U) Overview

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### (U) History of the National Security Agency/Central Security Service

(U//~~FOUO~~) President Truman, through a Presidential Directive, established the National Security Agency (NSA) on November 4, 1952 as a separate agency under the Department of Defense (DoD). This was formal acknowledgment of the crucial role communications security and communications intelligence had played in World Wars I and II and the burgeoning demands expected to be placed on these activities in the future.

(U//~~FOUO~~) This new agency was tasked with two essential missions: U.S. Government communications security and foreign intelligence production. A third mission, computer security for the Department of Defense and the intelligence community, was added as advancing technology made this area one of growing concern.

(U//~~FOUO~~) The Director of the National Security Agency gained a second role, Chief of the Central Security Service (CSS), when President Nixon established this organization by Presidential Memorandum in 1972. The purpose of the CSS is to centralize and consolidate the performance of signals intelligence functions by NSA/CSS and the military Service Cryptologic Elements (SCEs).

(U//~~FOUO~~) The Headquarters Complex, part of a worldwide enterprise, is located in Ft. Meade, Maryland and has been NSA/CSS's home since 1957. Increasingly sophisticated technology led to rapid expansion, first to buildings near the headquarters, then north toward the Baltimore-Washington International Airport. These leased buildings became known as the FANX Complex (a contraction of "Friendship Airport" (BWI's former name, and "Annex"). In 1986, President Reagan dedicated the Operations Buildings known as OPS 2A and 2B at the Headquarters' complex. The latest additions to the NSA/CSS infrastructure are the Research and Engineering (R&E) Building, Special Processing Lab (SPL), and the Tordella Building.

(U//~~FOUO~~) NSA/CSS conducts one of the U.S. Government's leading research and development activities in the field of specialized communications equipment. Some of these programs have been so dramatic that significant state-of-the-art advances have been made in the

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## (U) Overview

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scientific and commercial world at large. Past breakthroughs originating in NSA/CSS laboratories have included the first large-scale computer, the first solid-state computer, and certain applications of high-density storage technology. Additionally, the Agency is known throughout the government as a leading center of foreign language analysis.

### (U) National Cryptologic Museum (NCM)

(U) The National Cryptologic Museum (NCM) provides a “peek behind the curtain” at a once-secret world. Here visitors can glimpse some of the dramatic moments in the history of American cryptology and can learn how, since 1952, the National Security Agency has protected the nation’s most sensitive information systems while exploiting those of foreign adversaries.

(U) The museum offers a unique look at stories of many legends of U.S. cryptology, focusing on the machines they built, the Techniques they used, and the places where they worked. The NCM staff and its docents (retired NSA/CSS volunteers) bring the exhibits to life and are knowledgeable about the artifacts in the museum. Some of the more popular exhibits include the German ENIGMA machine, the Navajo Code Talkers, and examples of early computer technology used at the Agency. In addition, the Museum Hall of Honor highlights the early pioneers of American cryptography.

(U) Originally designed to house artifacts and give NSA/CSS employees a place to learn about their rich heritage, it officially opened its doors to NSA/CSS personnel in July 1993. Five months later, in December 1993, the chain link fence was torn down and the public was invited inside. The museum hosts about 50,000 visitors a year and remains the only public museum in the intelligence community.

(U) The NCM is located on Colony 7 Road, just off MD 32 and adjacent to the Baltimore-Washington Parkway. Admission is free. Hours of operation are 0900-1600 Monday through Friday and 1000-1400 the first and third Saturdays of every month. Guided tours are available for groups of six or more. To learn more about the museum, type “go museum” on the NSA/CSS intranet.

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## **(U) Assistance**

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(U) Whenever employees need information beyond what is covered in this handbook or in-depth advice or counseling, they are urged to turn first to their immediate supervisor. He or she is an experienced Agency employee, chosen for competency in their work environment and responsible for assisting employees. If the supervisor cannot personally provide assistance, he or she will be able to direct the employee to one of the many specialists available to help, depending upon the area of interest or concern.

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## (U) Telephones

(U//~~FOUO~~) There are two basic Agency telephone systems.

(U//~~FOUO~~) The first is the non-secure system, often called the "Non-secure phone," which is used to conduct unclassified government business but may also be used to conduct limited personal business. Public pay phones are also provided throughout all NSA/CSS Buildings for personal calls. The NSA/CSS non-secure telephone is connected to the Defense Switch Network (DSN) of the Defense Communications System. DSN is a basic, general purpose, non-secure switched telephone system connected to most military installations throughout the continental United States. DSN calls may be placed from any Agency non-secure telephone.

(U//~~FOUO~~) The secure system is sometimes referred to as the "gray phone" (its original color), although the secure telephone instruments themselves are now beige. The secure phone system is used to conduct classified conversations over protected lines serving all NSA/CSS facilities, including the Extended Enterprises, as well as selected government agencies in the Washington area, and Intelligence Community users worldwide. When dialing secure numbers with a different prefix, first dial a "9".

(U//~~FOUO~~) Because of the dual phone systems, employees must not:

- Discuss classified information on the non-secure line
- Make non-secure calls in the midst of classified discussions that may be underway and overheard on the outside line
- Leave an open, unclassified, non-secure line unguarded. If you must leave the line momentarily, always place the call on HOLD; and
- Place or accept non-secure calls to or from overseas locations, including Alaska and Hawaii

(U//~~FOUO~~) Secure Prefixes:

Building	Number
2A, 2B, and SAB 1	963-xxxx or 966-xxxx
SAB 2, OPS 3, SPL	972-xxxx
SAB 4, SPC, Tech Bldg	977-xxxx
FANX I, II, III	968-xxxx
CANX	996-xxxx

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R&E	961-xxxx
NBP	992-xxxx
Tordella	965-xxxx

**(U) Fort Meade Dialing Procedures for Non-Secure Calls****(U) Local Calls:**

(U) The local calling area includes Baltimore Metropolitan Area, Laurel, Annapolis, and the Washington Metropolitan Area, to include parts of Northern Virginia.

Local Calls	Dial the 10-digit number
Calls within the Fort Meade Complex	Dial the 10-digit number

**(U) Operator Services:**

NSA/CSS Operator	411 or (301) 688-6311
Internal Directory Assistance	411 or (301) 688-6311
External Directory Assistance	411 or (301) 688-6311
DSN (routine)	811 + 7-digit DSN number
DSN (precedence)	711 Give the NSA/CSS Operator the Precedence Level, DSN number desired, if known, or desired name, location, and extension number.

**\*NOTE:** For DSN numbers, consult the current Department of Defense Telephone Directory or the NSA/CSS (Ft. Meade) Directory Assistance Operator (Dial "411").

**(U) Long Distance Dialing:**

(U) All long distance calls are automatically routed to the least costly route:

Long Distance Calls	1 + 10-digit number
Toll Free 800/888 Calls	1 + 10-digit number
Information	1 + Area Code + 555-1212

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## (U) Telephones

### (U) Operator Assisted Calls:

(Credit card, collect, or other special calls):

Operator Assisted	0 + 10 digit number
Commercial Operator	0

### (U) Rules on personal use of phones:

(U) Employees may not make personal long-distance calls unless the charges are reversed or the call is made using a personal calling card or credit card. For more information on the rules regarding personal use of phones, visit the following website on the NSA/CSS intranet

[Redacted]

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### (U//~~FOUO~~) SEARCHLIGHT

(U//~~FOUO~~) SEARCHLIGHT is the NSA/CSS corporate directory service. It contains "white pages" information (such as phone numbers and e-mail addresses) about NSA/CSS intranet users, including NSA/CSS civilian employees, military members, and contractors.

(U//~~FOUO~~) It is important to keep the SEARCHLIGHT entry up to date. To update an entry, employees should search on their own name and follow the instructions on the web page. Employees are responsible for updating the following fields: current organization, secure phone, outside phone, building, room number, suite number, e-mail domain and address, personal title, and description. The remaining fields are populated automatically or by a SEARCHLIGHT Administrator.

[Redacted]

(U//~~FOUO~~) For more information, consult the SEARCHLIGHT User Guide by typing "go searchlight" on the NSA/CSS intranet.

### (U) ONEBOOK

(U) OneBook is a web link that provides information on NSA/CSS organizations and services. To access this page, type "go onebook" on the NSA/CSS intranet.

(b)(3)-P.L. 86-36

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## **(U) Emergencies**

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### **(U) Dial 911**

(U//~~FOUO~~) In an emergency, dial 911 on a non-secure telephone in any NSA/CSS building. The call will be answered by the Security Operations Command Center (SOCC) on the Agency-enhanced 911 system or by the local 911 dispatcher. The appropriate emergency service provider will be dispatched. There are also clearly marked 911 telephones located in hallways in many Agency buildings. The Agency-enhanced 911 system is accessible for the Telecommunication Devices for the Deaf/Teletypewriter (TDD/TTY).

### **(U) Building Evacuation**

(U//~~FOUO~~) If a building is being evacuated because of an emergency (such as fire), employees are not required to secure their work area. Employees should leave the room immediately. The work center supervisor or his/her representative will make a final check of the area to determine that all personnel have evacuated. Once all employees have evacuated, the supervisor will lock the door and retain the key. When exiting the building, do not hesitate to use alarmed doors--any door may be used during an evacuation. Report immediately to the office's predetermined assembly point. Employees carrying classified material during an evacuation should carry the material to the assembly point, taking every possible precaution to safeguard it. For more detailed evacuation information, refer to the Building Evacuation and Occupant Protection Plan (BEOPP). This plan and other emergency information may be viewed by typing "go ep2" on the NSA/CSS intranet.

### **(U) Personal Escape Hoods**

(U//~~FOUO~~) As part of the DoD initiative, Agency employees (civilian and military and contractors) are provided a personal escape hood. These hoods are designed to offer short-term protection against chemical and biological agents. The deployment of the personal escape hood is another layer of defense that allows us the ability to protect the Agency's most critical resource -- our employees.

(U//~~FOUO~~) New employees should check with their immediate supervisor or the Organizational Safety and Health Representative (OSHRep) for their organization to receive appropriate training,

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## (U) Emergencies

instructions on registering in the registration database and to obtain a hood.

(U//~~FOUO~~) Employees who leave the Agency or take a Permanent Change of Station (PCS) assignment must return the hood to the appropriate OSHRep or Mask Administrator for proper accounting.

(U//~~FOUO~~) To get more information on the personal escape hood, type "go mask" on the NSA/CSS intranet.

### (U//~~FOUO~~) Campus Advisory Radio Station (CARS)

(U//~~FOUO~~) CARS is an NSA/CSS advisory radio station on 1680 AM that currently offers traffic information concerning emergency road closures, traffic evacuations and hazmat incidents affecting traffic around the main NSA/CSS and NBP campus areas. CARS may play a weather broadcast from the National Oceanographic and Atmospheric Administration (NOAA) when there is no emergency information to disseminate.

### (U) Hazardous Weather/Emergency Related Closings (b)(3)-P.L. 86-36

(U//~~FOUO~~) This plan will be used for all weather conditions as well as any Emergency-related closings. If weather conditions become so adverse that Agency operations must be reduced, call [redacted] (non-secure) for a recorded message with operating code information. TDD users should call [redacted]

(U//~~FOUO~~) **NOTE:** NSA/CSS does not provide information to local radio or television stations concerning the Agency operating status. Information pertaining to Fort Meade, or to agencies located in Washington, D.C. or Baltimore City area does not apply to NSA/CSS. The above number must be used for specific information about NSA/CSS's operating status.

### (U//~~FOUO~~) Operating code information:

**Announcement: CODE GREEN: NSA facilities in the Baltimore/Washington D.C. area are operating under normal conditions.**

*All employees are expected to report for duty as scheduled.*

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## (U) Emergencies

**Explanation:**

NSA facilities in the Baltimore/Washington D.C. area are open.

All employees are expected to report for duty as scheduled.

**Announcement: CODE BLUE: NSA facilities in the Baltimore/Washington D.C. area are operating under normal conditions.**

*Liberal leave policy is in effect for (day, eve, or mid shift) non-emergency personnel. Emergency employees must report for duty as scheduled.*

**Explanation:**

Emergency employees must report for duty as scheduled.

NSA facilities in the Baltimore/Washington D. C. area are operating under normal conditions for (day, eve, mid shift) personnel.

**Liberal Leave:**

**Civilian employees:** Liberal leave policy is in effect for (day, eve, mid shift) personnel. Non-emergency civilian employees may take leave (annual leave, credit hours, compensatory time, leave without pay) without prior supervisory approval. Employees are required to call into the office at the beginning of their shift to inform their supervisor.

**Military employees:** Liberal leave does not apply to military personnel. Military personnel wishing to take a pass or leave must gain approval from their immediate supervisor and authorization from their respective Service.

**Contractor personnel** will either report for duty or be excused from duty in accordance with their Agency contract. Contractor personnel should consult with their COR and home company for specifics.

**Announcement: CODE YELLOW: NSA facilities in the Baltimore/Washington D.C. area are operating under a delayed opening of X hours.**

*All non-emergency personnel are to report for duty after a delay of X hours as calculated from a reporting time of: 0700 hours [day shift]; or 1430 hours [eve shift]; or 2300 hours [mid shift]. Refer to the Code Yellow Reporting Chart for examples of reporting times.*

*Liberal leave policy is in effect for (day, eve, or mid shift) non-emergency personnel.*

*Emergency employees must report for duty as scheduled.*

**Explanation:**UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

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## (U) Emergencies

### Delayed Opening:

#### Code Yellow Reporting Chart

The chart below provides examples for computing arrival times and the amount of administrative leave authorized when the employee's regular scheduled reporting time differs from the standard reporting times of 0700, 1430, and 2300.

Regular Scheduled Reporting Time	Delay of 3 hours (or the specified # of hours)	Report Time Projected from 0700	Administrative Leave
0500	3	1000	5
0545	3	1000	4.25
0630	3	1000	3.5
0700	3	1000	3
0730	3	1030	3
0845	3	1145	3
0900	3	1200	3

Employees must report for duty to receive administrative leave. Any absence beyond the projected report time must be charged to the employee's annual leave, credit hours, compensatory time, or leave without pay, as appropriate. (Example: The employee's projected report time is 1000 but the employee does not report until 1100. The employee must take 1 hour of personal leave.)

Employees who do not report for duty for the entire work day are not eligible for administrative leave and must account for the day with annual leave, credit hours, compensatory time, or leave without pay as appropriate.

The above provisions apply equally to both civilian and military non-emergency personnel.

Telecommuters are expected to comply with the terms of their telecommuting agreement and will only be authorized administrative leave if they were otherwise scheduled to physically report for duty at an NSA facility when a Code Yellow is announced.

Contractor personnel will either report for duty or be excused from duty in accordance with their Agency contract. Contractor personnel should consult with their COR and home company for specifics.

#### Liberal Leave:

Civilian employees: No administrative leave is authorized when an employee elects to use leave to account for the entire duty day.

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## (U) Emergencies

Non-emergency civilian employees may take leave (annual leave, credit hours, compensatory time, leave without pay) without prior supervisory approval. Employees are required to call into the office at the beginning of their shift to inform their supervisor.

Military personnel: Liberal leave does not apply to military personnel. Military personnel who wish to take a pass or leave must gain approval from their immediate supervisor and authorization from their respective Service.

### **Announcement: CODE ORANGE: Closed for Specified Building(s).**

*Specified building(s) is/are closed for (day, eve, or mid shift) non-emergency personnel assigned to this/these building(s).*

*Emergency employees are excused from duty unless otherwise directed by their management.*

*All other Agency buildings are open and employees must report for duty as scheduled.*

#### Explanation:

A safety/health hazard exists in specified building(s) (for example: SAB 4, NBP1 etc.).

Civilian employees whose normal duty location is in the specified building(s) are authorized administrative leave and should not report for duty unless they are directed to an alternate duty location by their supervisor.

Military employees whose normal duty location is in the specified building(s) are excused from duty and should not report for work unless they are directed to an alternate duty location by their supervisor.

Telecommuters are expected to comply with the terms of their telecommuting agreement and will only be authorized administrative leave if they were otherwise scheduled to physically report for duty at the specified building when a Code Orange is announced.

Contractor personnel will either report for duty or be excused from duty in accordance with their Agency contract. Contractor personnel should consult with their COR and home company for specifics.

### **Announcement: CODE RED: NSA facilities in the Baltimore/Washington D.C. area are closed. Non-emergency civilian and military personnel are excused from duty for (day, eve, or mid shift).**

*Emergency employees must report for duty as scheduled.*

#### Explanation:

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## (U) Emergencies

**Civilian employees:** Non-emergency civilian employees will be granted administrative leave for the day.

Civilian employees on previously scheduled leave will be granted administrative leave for the entire day. (This does not apply to employees on LWOP, Military Leave or a suspension).

**Military employees:** Non-emergency military employees will be excused from duty for the day.

**Telecommuters:** are expected to comply with the terms of their telecommuting agreement and will only be authorized administrative leave if they were otherwise scheduled to physically report for duty at an NSA facility when a Code Red is announced.

**Contractors:** will either report for duty or be excused from duty in accordance with their Agency contract. Contractor personnel should consult with their COR and home company for specifics.

**Announcement: CODE PURPLE:** Specified building(s) is (are) closed for all shifts effective immediately

*Designated NSA/CSS COOP employees (civilian, military, contractors) assigned to that (those) building(s) must remain immediately accessible via primary or alternate personal telephone numbers for COOP activation.*

*All other civilian and military personnel working in that (those) building(s) are excused from duty unless otherwise directed by management.*

**Explanation:**

**COOP Designated Responders:** Employees who are Designated COOP Responders, as documented in their organization's COOP Plan, in their Emergency Employee Designation Letter, or for contractors their Agency contract, must take the appropriate action in accordance with their organization's COOP Plan. This could include reporting immediately to their assigned alternate location or local rendezvous point, and/or initiating assigned initial action(s) such as ensuring personnel accountability or awaiting additional instructions.

**Emergency Employees (non-COOP designated):**

**Civilian employees:** Civilian emergency employees may be excused from duty by their supervisor or in accordance with their organization's COOP Plan and will be granted administrative leave.

**Military employees:** Military emergency employees may be excused from duty by their supervisor or in accordance with their organization's COOP Plan and should contact their respective SCEs for further instructions.

**Non-emergency employees:**

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## (U) Emergencies

**Civilian employees:** Non-emergency civilian employees who are excused from duty will be granted administrative leave.

**Military employees:** Non-emergency military employees who are excused from duty should contact their respective SCEs for further instructions.

**Telecommuters:** are expected to comply with the terms of their telecommuting agreement and their organization's COOP plan. They will only be authorized administrative leave if they were otherwise scheduled to physically report for duty to the specified building when Code Purple is announced.

**Contractors:** COOP Contractor Personnel will report for duty in accordance with their Agency contract. Contractor personnel should consult with their COR and home company for specifics. All other contractors working in the affected building(s) must not report for duty until notified otherwise, but may work in previously designated non-government locations.

**Return to Duty:** Employees should follow instructions on the NSA Emergency Notification Phone Line or their supervisor's direction to determine when to return to duty.

(U//~~FOUO~~) To find out more information about operating codes, type "go snow" on the NSA/CSS intranet.

### (U) Emergencies During Normal Working Hours

(U//~~FOUO~~) When the hazardous weather/emergency plan goes into effect, announcements of the scheduled time of release will be made to the workforce via the public address system, email or by supervisory personnel in buildings where there is no public address system or email. The following employees are not eligible for administrative leave and will be charged personal leave:

- Intermittent employees
- Employees who leave work prior to the official announcement, and
- Employees who do not report for work as scheduled

(U//~~FOUO~~) Employees who choose to leave before the announced dismissal time, but after the official announcement of early release, will be charged leave for the amount of time between their departure and the official release time, after which they will be given Administrative Leave to cover the rest of their normal workday. Designated emergency employees must remain at work. For additional information, type "go admin-leave-emergency" on the NSA/CSS intranet.

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## (U) Security Assistance

### (U//~~FOUO~~) Security Duty Officer/Security Operations Command Center (SDO/SOCC)

(U//~~FOUO~~) A Security Duty Officer (SDO) mans the Security Operations Command Center (SOCC) (OPS 2A, Room 2A0114) 24 hours a day, every day. Lost badges, lost or compromised classified material, and possible security concerns which may warrant immediate investigation should be reported to the SDO immediately. After regular duty hours, the SDO can answer questions normally directed to an SSO. Call 963-3371 (secure) or (301) 688-6911 (non-secure).

### (U) Casualty Reporting Team

(U//~~FOUO~~) The Casualty Reporting Team (CRT) has been established to oversee external notifications in situations where Agency affiliates, while deployed in a TDY status, are severely injured, die, or are reported missing in action, detained, or captured. Agency affiliates include military, civilian, and contract personnel.

(U) It is prudent for the Agency to be prepared to respond quickly and effectively. In casualty or isolation events, the entire scenario quickly unfolds and is extremely fast-paced. Agency personnel reporting a casualty incident must make rapid decisions and depend upon a network of support elements. The appropriate group of individuals, referred to as the Casualty Reporting Team (CRT) and supported by the CRT Advisory Group, will take the lead in developing and implementing an appropriate plan to notify the key family member of a TDY civilian casualty. The CRT will also provide support to military services and contract companies who have established procedures for notifying family members of their casualty employees.

(U) Agency organization supervisors, co-workers, or other concerned individuals should NOT contact the traveler's family directly. After careful consideration, the CRT will determine the appropriate time and personnel to make casualty notifications. The notification process is mapped in a flow chart for civilian, military and contract affiliates.

(U//~~FOUO~~) For more information, type "go casualty-reporting" on the NSA/CSS intranet.

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## **(U) Directorate Services and Communications**

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(U) Directorate Services and Communications (DS&C) communicates key messages in a context that inspires, empowers, and connects with audiences, both internal and external. DS&C has a variety of tools, products, and services to inform the workforce of leadership activities, strategies and plans, external releases, and events. Contact then at 963-5825 (secure) with any questions or concerns.

### **(U) NSA DAILY**

(U) NSA DAILY is the Agency's official home page. Each day, the website is updated with useful information on significant items of interest, Agency activities, and corporate messaging. NSA DAILY also provides links to various websites, both internal and external, and access to Agency all emails, daily news items, a calendar of events, corporate videos, and much more!

### **(U) Agency All Messages/Leadership Messages**

(U) Agency All messages (aka "mass mailers") enable organizations to communicate important information on subjects that affect the entire workforce. The messages are delivered to employees on a daily basis via email. The tool is also used to convey key messages from the Director, Deputy Director, Chief of Staff, and Senior Executives on strategic and/or mission-related activities. Employees can also access and search an archived listing of Agency All messages from the NSA DAILY home page by clicking on "Agency Mass Mailers".

### **(U) Agency Calendar of Events**

(U) The Agency Calendar of Events provides the workforce with a snapshot of corporate activities, to increase awareness and attendance. "Today's Events" are listed along the left-hand side of the NSA DAILY page. Employees can view the entire week/month by clicking on "view calendar."

### **(U) NSA/CSS in the News**

(U) Each day, select news items relevant to the Agency and other key areas of interest are posted on the NSA DAILY page under "NSA In the News." The sources for the articles are major national daily newspapers, news magazines, trade journals, and some foreign press.

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## **(U) Directorate Services and Communications**

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### **(U) Multimedia Solutions**

(U) Multimedia Solutions provides a full range of multimedia products and services to Agency employees including: photography, graphics, video/CD/DVD creation and duplication, web page design and development, and management of corporate conference rooms and auditoriums. For more information type 240-373-0110 (non-secure) on the NSA/CSS intranet. To submit a request for a product or service type "go mediapro".

### **(U) NEWSMAGAZINE**

(U//~~FOUO~~) NEWSMAGAZINE is the Agency's secure cable television system. In addition to providing access to local television stations, NEWSMAGAZINE supports a number of classified channels including simulcasts from Agency auditoriums and news channels throughout the IC. For more information type "go newsmagazine" on the NSA/CSS intranet.

### **(U) Tape Duplication**

(U) Corporate Multimedia Productions provides low-volume video media duplication services for DVD, CD, and multiple tape-based formats. To request duplication services, type "go tapedupe" on the NSA/CSS intranet. They are also the Agency's official video streaming provider. To learn more about streaming video services type "go streaming-media".

### **(U) Audio News Service (ANS)**

(U) Corporate Multimedia Productions offers the audio portion of most video broadcasts that air on NEWSMAGAZINE. Employees can access the Audio News Service online by typing "go audio-news" on the NSA/CSS intranet.

### **(U) NSA On-Line**

(U) NSA On-Line is intended to provide a forum in which the NSA/CSS workforce (civilian employees, military members, contractors, and other affiliates) may ask questions and share concerns, and will find answers, explanations, and information that will benefit them as an employee of NSA/CSS. NSA On-Line offers the workforce "one-stop

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## **(U) Directorate Services and Communications**

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shopping.” Questions are passed on to the appropriate office for handling, and the answers to those questions are returned to the questioner as soon as possible, and are posted on NSA On-Line for all to see. For more information, type “go nsaonline” on the NSA/CSS intranet.

### **(U) Conference Room Scheduling**

(U) The Agency’s corporate conferencing complex offers a wide variety of conference rooms with a diverse set of multimedia equipment. Corporate conference rooms are located in OPS 2B as well as other locations throughout the Agency. To reserve conference rooms, type “go calendar” on the NSA/CSS intranet. For more information, call 963-5561 (secure).

### **(U) Reuters Photos**

(U//~~FOUO~~) Multimedia Solutions receives approximately 100 photos daily from Reuters News Service. Employees who wish to view these images, may do so by typing “go reuters” on the NSA/CSS intranet.

### **(U) Electronic Subscription Service (ESS)**

(U) The ESS is an e-mail-based system that facilitates the dissemination of information among Agency employees and assignees. Customers may subscribe to any number of publication topics, which are then e-mailed directly to each subscriber. To find out the various topics available and how to subscribe, type “go ess” on the NSA/CSS intranet.

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## (U) Providing Information Outside the Agency

### (U) NSA.gov

(U) This is the Agency's official UNCLASSIFIED public website on the external Internet. Its purpose is to provide positive, accurate, and relevant information to the public and NSA/CSS customers regarding the corporate mission, services, and job postings. To access the NSA/CSS homepage via the external Internet, type [www.nsa.gov](http://www.nsa.gov). Employees can also view a mirror of this site by typing "go nsa-gov" on the NSA/CSS intranet.

(b) (3) - P.L. 86-36

### (U) Talking with the Media

(U) NSA/CSS employee and affiliates, you are required by NSA/CSS policy to remain inconspicuous regarding the Agency's functions and activities when approached by the media or the public. NSA/CSS employees and affiliates are not authorized to respond to questions from the media or public concerning the Agency's activities and operations. All such inquiries should be referred to the NSA/CSS Public and Media Affairs Office (DN3) at 301-688-6524 (non-secure).

(U//~~FOUO~~) Employees and assignees at field elements across the extended enterprise should not provide the Public and Media Affairs Office phone number. Instead, simply take the caller's information and provide that information to the appropriate person at your site (e.g., site management, security, protocol). [redacted]

(U) Employees who are concerned about the classification and release of information relating to their specific job should discuss the issue with their leadership, the Office of Policy, the Associate Directorate for Security and Counterintelligence and the NSA/CSS Public and Media Affairs Office. Employees need to decide if publicly affiliating themselves with NSA/CSS will limit future opportunities. Employees who still have questions about what they can talk about should call the NSA/CSS Public and Media Affairs Office at 301-688-6524 (non-secure).

(U) When information regarding NSA/CSS appears in the media (print or broadcast), employees should refrain from commenting. The appearance of NSA/CSS information in the media does not indicate that it has been approved for release or has been declassified. NSA/CSS

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## **(U) Providing Information Outside the Agency**

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employees, have a legal obligation to protect classified information. Employees who read or hear information about NSA/CSS in the media, should contact the NSA/CSS Public and Media Liaison Division with the particulars (i.e., source, date and time, etc.) at (301) 688-6524 (non-secure). Questions, should be referred to the NSA/CSS Public and Media Liaison Division on 963-5825 (secure).

### **(U) Pre-Publication Review**

(U) Employees who are invited to publish or speak publicly about their work do at NSA/CSS (i.e., at college fairs, career day, or as a keynote speaker, etc.), will need to get approval from their leadership and the NSA/CSS Public and Media Affairs Office. Additionally, any Agency-related *unclassified* material that is intended for publication or dissemination must undergo prepublication review. This includes, but is not limited to: books, articles, videos, speeches, conference briefings, Internet postings, biographies, book reviews, co-op reports, press releases, research papers, and resumes. Logos, banners, and the NSA/CSS insignia do not require classification review by Automated Declassification Services (DJ5) but should be reviewed for classification by a local Classification Advisory Officer and appropriateness by the NSA/CSS Public and Media Affairs Office (DC03). Materials should be submitted for review, with at least 30 working days allowed for the review. (The actual length of the review will depend on the length and subject of the publication, as well as the amount of coordination required for the review.) To submit a prepublication request, email all accompanying documentation to "DL pre-pub" or mail a hard copy to: Prepublication Review, DJ5, SAB 2, Suite 6884.

(U) Employee responsibilities are the same whether you are an NSA/CSS employee, a contractor, a military member, or other affiliate who has had access to NSA/CSS information or facilities. According to Policy 1-30, Review of NSA/CSS Information for Public Dissemination, all NSA/CSS affiliates are responsible for submitting for classification review all official NSA/CSS information intended for public dissemination and, in addition, submit for pre-publication review all official NSA/CSS information intended for public dissemination that is to be presented by the affiliate in his/her official capacity. Disseminations in official capacity include dissemination of information where the requester is identified

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## **(U) Providing Information Outside the Agency**

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as an NSA/CSS affiliate or presenting the information in his/her official capacity as well as disseminations of information where the requester was requested to speak or write because of his/her position at NSA/CSS. Disseminations in official capacity also include any public dissemination by a contractor referencing NSA/CSS or NSA/CSS official information developed pursuant to or related to an NSA/CSS contract. For additional information, contact DJ5 on 972-2123 (secure) or DC03 on 963-5825 (secure).

### **(U) Personal Publication/Resume Releases**

(U) Classification Advisory Officers (CAOs) are assigned to each major organization to assist with classification issues. Any papers, books or speeches relating to NSA/CSS activities or affiliations which you are preparing for publication, school requirements, or other public presentations must be submitted through your CAO and Associate Directorate to the Information Security Policy Division for review prior to public release. For additional guidance on classification/release issues, ask your supervisor or call the Agency's Information Security Policy Division at 963-4582 (secure) or (301) 688-6798 (ns) for the name of your organization's CAO. A list of CAOs can also be found by typing "go cao" on the NSA/CSS intranet.

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## **(U) Security**

### **(U//~~FOUO~~) Anonymity**

(U//~~FOUO~~) As an NSA/CSS employee, you are urged to maintain a low profile about your employment. You may tell your family and friends that you work at NSA/CSS, but don't be pulled into a discussion on specific aspects of the Agency's mission, activities, people, and organization. Please advise your family that your association with NSA/CSS should not be publicized and avoid disclosing your NSA/CSS affiliation to anyone who is not a U.S. citizen. In applying for credit or housing, you may state that the National Security Agency is your employer, but for all other practical purposes you should list the Department of Defense or simply "the government." When asked what you do, do not act mysterious about your employment, as that may only draw more attention to you. Have an answer formulated and be prepared to provide a generic title (such as computer scientist, analyst, mathematician, etc.) that does not specifically indicate how your skills are being used.

### **(U) Staff Security Officers (SSO's)/Project Security Officers (PSO's)**

(U//~~FOUO~~) Staff Security Officers (SSOs) are representatives of the Associate Directorate for Security and Counterintelligence assigned to each Agency Directorate. They are responsible for advising employees on all security related matters including unofficial foreign travel, contact with foreign nationals, amateur radio activities and embassy visits. A Project Security Officer is assigned to a specific NSA/CSS project/program to work in cooperation with the Project Manager/Project personnel to ensure that all aspects of security are addressed throughout the development of the project. Ask your supervisor how to contact your organization's SSO or PSO, or for further information type "go sso" on the NSA/CSS intranet.

### **(U) Prohibited and Restricted Items List**

(U//~~FOUO~~) Prohibited items are those items that are prohibited from entering NSA/CSS controlled areas (i.e., they cannot be brought through vehicle or pedestrian gates). These items could cause serious injury, loss of life, or extensive property damage if handled or used improperly, and include:

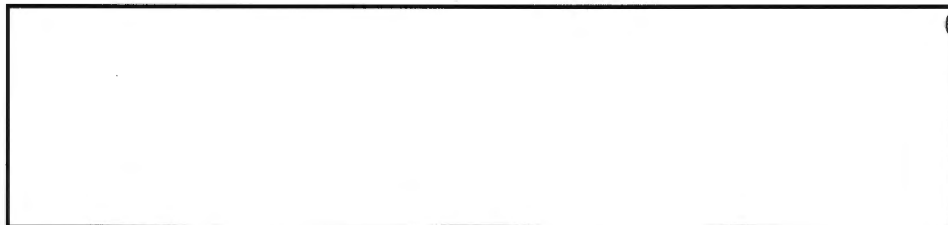
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## (U) Security

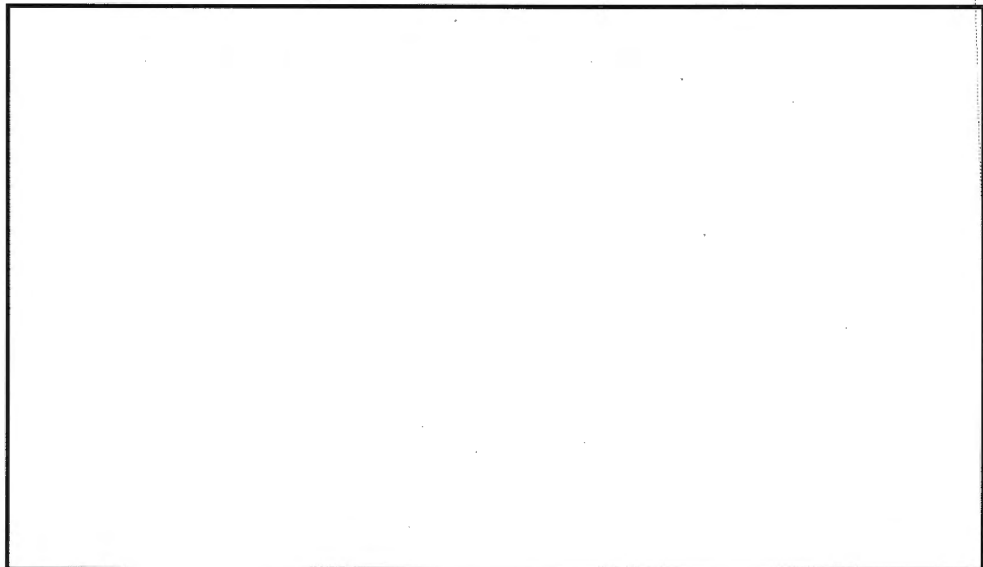
1. Firearms, weapons, or ammunition;
2. Flammable liquids, solids, or gases;
3. Explosives and incendiary devices;
4. Radioactive material;
5. Other hazardous material; and
6. Any illegal weapon, drug, narcotic, or other contraband, as specified in Federal or state statute.

(U//~~FOUO~~) As an exception to the above, the following prohibited items may be brought through the vehicle gates and maintained in a personal vehicle, but cannot enter NSA/CSS facilities:



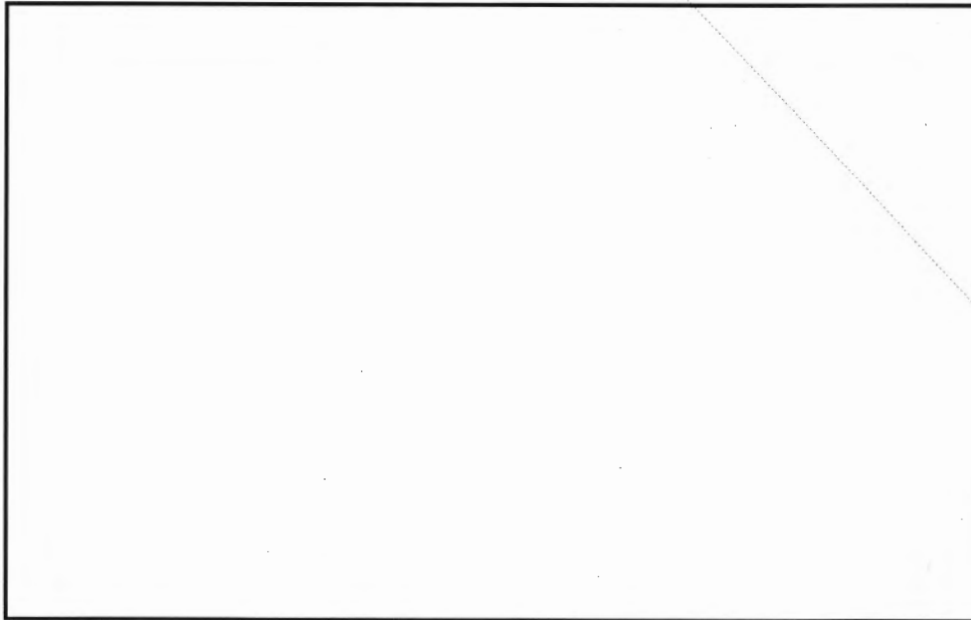
(b)(3)-P.L. 86-36

(U//~~FOUO~~) Restricted items do not pose a physical threat to NSA/CSS personnel and facilities, but are a technical threat to NSA/CSS information. Restricted items may be brought through the vehicle gates and maintained in a personal vehicle, but cannot enter NSA/CSS facilities. They include the following personally-owned items:

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**(U) Physician Prescribed Electronic Medical Equipment**

(U//~~FOUO~~) Physician prescribed electronic medical equipment is normally restricted, but permitted with prior approval through your element SSO, Project Security Officer (PSO), Headquarters Security & Program Protection (Q12), or SOCC. Included on this list are:

1. Electronic cardio-monitors;
2. Electronic hemoglobin-testers;
3. Electronic fetal-monitors; and
4. Oxygen tanks.

(U//~~FOUO~~) Personally-owned media or equipment are prohibited from being connected to any classified or unclassified NSA/CSS automated information system or network.

(U//~~FOUO~~) Please direct additional questions to your element SSO, PSO, or Information System Security Program Manager (ISSPM). Remember, prohibited and restricted items may be confiscated. Please become familiar with the items listed above. If it becomes necessary for you to have a prohibited or restricted item in the workplace, coordinate in advance with your element SSO or Headquarters Security & Program Protection, Q12, 963-6349 (secure) or (301) 688-6349 (black).

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## (U) Security

### (U) Courier of Classified Material

(U//~~FOUO~~) To take classified material past the building security perimeter control points, employees must have a Courier Briefing, which is valid for two years. For your convenience, the briefing is available online via the CI Awareness & OPSEC Program (Q208) web page. When employees consider classified information, they must ensure that the material is properly wrapped, under their control at all times, and delivered to the proper recipient. In some instances, the courier must coordinate with the SOCC and notify them upon departure and arrival at pre-approved destination.

### (U) Security Alerts

(U//~~FOUO~~) Employees should always be alert to the possible presence of people without full clearances. Flashing red lights are used in some offices to alert occupants that uncleared personnel, such as repairmen, are in the area. When the lights are on, employees should monitor conversation and cover classified materials so that no sensitive information is disclosed.

(U//~~FOUO~~) Everyone inside NSA/CSS buildings should be displaying a valid picture, visitor or temporary badge. Employees who encounter an individual without a badge, must request to see a badge, to ensure proper security policies are adhered to.

### (U) Security Financial Disclosure Program

(U//~~FOUO~~) **Background:** The Security Financial Disclosure Program has been implemented because of a law passed as a direct result of the Aldrich Ames espionage case and by Presidential Executive Order 12968. Together these documents direct that all persons with access to sensitive classified information must complete a financial disclosure form every year that they have access to such information. Thus, in order to maintain a clearance for access to NSA/CSS information, all NSA/CSS employees must complete the form. At NSA/CSS, the term "employee" is defined as all civilians and all contractors with access to NSA/CSS Automated Information Systems and Networks (NSANet).

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## (U) Security

(U//~~FOUO~~) At NSA/CSS, all new employees are required to complete the form in the year after they report for duty. For example, new employees who reported for duty between 1 January 2005 through 31 December 2005, will be required to complete the form by 15 May 2006. New employees who report for duty between 1 January 2006 through 31 December 2006, must complete the form by 15 May 2007. Once completed, employees will be required to update the form every year by 15 May.

(U//~~FOUO~~) The Security Financial Disclosure Form (SFDF) is available as an on-line process that allows employees to complete the form at their desktop, the required method of submitting the completed form. Employees are encouraged to print and to take home for completion on non-duty time the Records Checklist and a sample form titled SFDF Worksheet along with the SFDF Instructions.

(U//~~FOUO~~) What the new employee needs to know:

- ✓ This is a mandated security requirement; failure to comply may affect eligibility for continued access to classified information.
- ✓ Employees are required to update the form every year by 15 May for the year that ended on the preceding 31 December.
- ✓ Employees are required to provide information on all sources of income, value of significant assets and extent of liabilities. This includes the information about the employee, their spouse and dependent children.
- ✓ Employees should remember to hold on to their end-of-year statements from all financial institutions including lenders.
- ✓ Employees should retain records that reflect purchase costs for major asset acquisitions.
- ✓ Employees should read more information about the Security Financial Disclosure Program by accessing the NSA/CSS intranet at <http://urn.www.nsa/SecFin/>

(U//~~FOUO~~) Questions may be addressed to the Financial Analysis Staff via email at [secfin@nsa](mailto:secfin@nsa).

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## (U) Badges

(U//~~FOUO~~) While at work and within the Perimeter Security Anti-Terrorism (PSAT) fence line surrounding NSA/CSS campus, badges must be displayed at all times. However, it should never be in view nor used for identification purposes when outside the Agency perimeter.

### (U) Obtaining a New Badge

(U//~~FOUO~~) To obtain a new badge due to damage or change in physical appearance, contact the nearest Visitor Center (VC) or Photo Center. Location, hours of operation and phone numbers are as follows:

Location	Hours of Operation	Phone #'s
OPS 2A Photo Center	0630-1500	(301) 688-8299 (ns)
Visitor Center (VC) #1	24/7	(301) 688-5156 (ns)
Visitor Center (VC) #2	0500-1800	(301) 688-7541 (ns)
FANX Visitor Center	0600-1600 M-Th 0600-1500F	(410) 854-6400 (ns)
Gate House #1 Rebadging Center	0630-1500	(240) 373-0110 (ns)

(U) Due to the various events requiring badges and other identification, a scheduled appointment is recommended; however, it is not necessary.

(U//~~FOUO~~) If a replacement badge is needed due to loss or theft, immediately report the loss to Access Certification/CONFIRM, 963-4780 (secure), (301) 688- 6759(ns), the nearest Visitor Center; or if after hours, to the Security Operations Command Center (SOCC), 963-3371 (secure), (301) 688-6911 ns). While the new badge is being processed, a Temporary ("T") badge will be issued until the new one is ready. The lost/stolen badge record will remain flagged in the Access Certification/CONFIRM system until the recovered badge is returned to CONFIRM. Once a replacement has been issued, the old badge, even if found, will not be operable in CONFIRM again.

(U//~~FOUO~~) If a "T" badge is required due to a picture badge being forgotten, report to the nearest Visitor Center. The Visitor Center will validate access and verify picture identification prior to issuing a "T" badge.

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## (U) Badges

### (U) Types/Colors

(U//~~FOUO~~) Badge colors indicate an individual's affiliation with NSA/CSS and the level of clearance. Fully cleared status means that the person has been cleared to the Top Secret (TS) level and indoctrinated for Special Intelligence (SI) and Talent Keyhole (TK).

1. Blue – Fully cleared NSA/CSS civilian employees and military Assignees.
2. Orange (or Gold) – Fully cleared individual eligible for access to NSA/CSS information, but who is not an NSA/CSS employee or U.S. active military assignee to NSA/CSS.
3. Green – Fully cleared contractors.
4. Red – Uncleared or Clearance level is not specified. Holder is not authorized access to NSA/CSS classified information; must be escorted at all times.
5. Red Corridor Access – Uncleared or Clearance level is not specified. Holder is not authorized access to NSA/CSS classified information but, allowed access in specified NSA/CSS building hallways without an escort.
6. PV – “Privileged Visitors” or high-ranking officials whose clearance level is not specified; must be escorted at all times.
7. White – Congressionally approved NSA/CSS consultants, volunteers for the Center for Cryptologic History Museum, and former Agency affiliates sponsored for exchange of classified information visits who are indoctrinated for TS/SI/TK.

### (U) Escort Badge

(U//~~FOUO~~) Employees who hold an NSA/CSS-issued Blue or Orange Retention Badge and have had the required Escort Briefing, may be appointed to serve as an escort. In certain situations, however, individuals holding a Green IC Staff, Limited Interim Clearance, or Red Corridor Access Badge may be authorized to escort with specific and prior approval from Headquarters Security & Program Protection (Q12). Eligible NSA/CSS individuals may obtain an Escort Badge from any Visitor Center as needed. The Escort Badge must be worn with the picture badge when escorting. Escorts must accompany and monitor the

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## (U) Badges

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visitor at all times while he/she is in restricted areas, ensuring that the individual has access only to areas where his/her presence is requested. Escorts can surrender responsibility only to another authorized/approved escort or when the visitor has been returned to a gatehouse.

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## (U) Information Systems Security

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(U//~~FOUO~~) All Agency employees should become familiar with their responsibilities with regards to computer usage in the workplace. Most offices are equipped with classified computers and unclassified computers with access to the external Internet. For regulations, directives, and guidance on computer viruses, creating passwords, and many other topics covering information systems security, type "go TS2" on the NSA/CSS intranet.

### (U//~~FOUO~~) Introduction to Computer Security

(U//~~FOUO~~) Introduction to Computer Security is a mandatory course that all NSA/CSS civilian, military, and contractor employees are required to complete. The access to NSA/CSS classified computer systems is contingent on successful completion of this class. Aperiodically, all NSA/CSS assignees must repeat this course in order to keep their access to classified computer systems.

(U//~~FOUO~~) The course is available online via the Cryptologic Training System Virtual University (CTSVU) – VUport -- which is the NSA/CSS campus of the Joint Intelligence Virtual University (JIVU).

(U//~~FOUO~~) To register for a VUport account, type "go vuport" on the NSA/CSS intranet. Once registered, you can complete "Introduction to Computer Security" from your desktop.

(U//~~FOUO~~) For questions, contact the Computer Based Training Help Desk by sending an e-mail to "cbthd@nsa" or calling 968-7088 (secure) or (410) 854-4083 (ns).

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## **(U) Employee Services**

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### **(U) NSA/CSS Employee Referral Program (ERP)**

(U) The NSA/CSS Employee Referral Program provides Agency employees with a single focal point to refer qualified candidates within their own personal and professional networks for potential employment to specific mission-critical positions. To find out how to make a referral or submit a candidate, type "go referral" on the NSA/CSS intranet.

### **(U) Employee Relations (ER)**

(U) The Employee Relations (ER) Staff works to prevent and resolve employee conduct, performance, time and attendance, and suitability issues that adversely impact the mission of the Agency or the well being of its personnel. The ER Office can be reached on 968-6811 (secure) or (410) 854-6405 (ns). ER also assists management in assessing situations of alleged employee misconduct and in documenting and implementing disciplinary actions, if taking formal action becomes necessary. The Chief, ER also chairs Personnel Evaluation Panels, which make suitability decisions on applicants for NSA/CSS employment and on NSA/CSS employees nominated for tours of duty away from Headquarters.

(U) ER can answer questions and provide consultation and assistance in dealing with myriad issues such as: Alcohol and/or Drug Abuse; Medical/Psychological Issues; Violence/Threatening Behavior; Leave Abuse; and Performance Deficiencies.

(U) For more information regarding the Employee Relations Office, type "go er" on the NSA/CSS intranet.

### **(U) Center for Conflict Resolution (CCR)**

(U) The CCR provides Alternative Dispute Resolution (ADR) services for Agency civilian and military personnel. Informal ADR techniques, such as mediation, facilitation, and ombudsman-like methods, emphasize improved communications and "resolution" as determined by the parties. ADR gives parties the opportunity to settle issues in a timelier, less costly manner than traditional adversarial methods and offers the participants the opportunity to create or preserve a positive working relationship. The goal in using these techniques is not to obtain an outcome with a "winner" and a "loser," but to achieve a reasonable, practical and satisfactory resolution, as defined by the parties.

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## **(U) Employee Services**

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(U) The CCR Staff remains neutral throughout the process, seeking to work with managers and employees to resolve workplace conflicts. Their services are confidential and participation is voluntary. To contact a CCR representative or for more information, type "go resolution" or on the NSA/CSS intranet or call 963-6690 (secure) or 410-854-6228 (ns).

### **(U) Equal Employment Opportunity and Diversity Directorate (EEOD)**

(U) The Equal Employment Opportunity and Diversity (EEOD) Directorate is committed to providing an inclusive work environment in which each individual is afforded fair and equitable opportunities to achieve his or her full professional potential in the execution of the Agency's mission. The Directorate is comprised of four offices, each with their individual missions.

#### **(U) Discrimination Complaints Office**

(U) The staff of the EEOD Discrimination Complaints Office is responsible for processing all complaints in which employees or applicants feel they have been discriminated against because of race, color, sex, religion, national origin, disability, age, sexual orientation, status as a parent, or genetic information, or have been subjected to an act of reprisal because of prior involvement in EEO matters. If you believe that you have been a victim of discrimination, you must contact an EEO counselor within 45 days from the date of the discriminatory event or the date you became aware of the event.

#### **(U) Strategy and Analysis Office**

(U) The EEOD Strategy and Analysis Office conducts analysis of work force data and develops strategies and policies to address potential barriers or EEOD issues in areas such as employment, recruitment, career development, training and organizational development. The office is also responsible for preparing annual EEOD reports that evaluate the Agency's progress in becoming a model EEO employer and monitors the progress on the hiring and retention of minority employees.

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## **(U) Employee Services**

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### **(U) Diversity Outreach**

(U) The Office of Diversity Outreach promotes an inclusive working environment at NSA/CSS that values the retention and advancement of a workforce that reflects the face of a modern America. The Office does this by administering federally mandated special emphasis programs, implementing an EEOD Awareness Training Program that is continually evolving to reflect the issues found in our workplace and American society, and presenting notable speakers with different perspectives on mission-driven issues.

### **(U) Disability Affairs**

(U) The Office of Disability Affairs' goal is to provide a work environment that allows all employees, including those with disabilities, to have long and productive careers. Disability Affairs is the Agency focal point for researching, testing, evaluating, and integrating assistive technologies into the NSA/CSS baseline that ultimately enable our employees with disabilities to perform the mission more effectively.

(U) Disability Affairs provides support to Agency employees/applicants with disabilities/medical conditions to include (but not limited to):

- Hearing impairments
- Visual impairments
- Full or partial paralysis
- Missing extremities
- Degenerative diseases
- Repetitive strain injuries
- Learning disabilities
- Psychiatric disorders
- Cerebral palsy/Parkinson's/Multiple Sclerosis/Muscular Dystrophy
- Other disabling conditions

(U) For additional information, type "go disability-affairs," "go diversity," or "go eeo" on the NSA/CSS intranet.

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## **(U) Occupational Health, Environmental & Safety Services (OHESS)**

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(U) OHESS is an integral part of ensuring the Agency's mission. OHESS promotes, assesses, and optimizes the occupational health, well-being, and safety of the work force worldwide, and ensures the protection of the environment.

(U) OHESS also offers a patient advocate to assist employees and all individuals seeking care at NSA/CSS occupational health facilities--including contractors and visitors. The Patient Advocate is a gateway to the system. By contacting the Patient Advocate, our customers can find the right person to answer their questions and be ensured a prompt and equitable resolution to their concerns in a non-threatening manner.

(U) Employees can contact OHESS's occupational health, environmental, safety, and work/life professionals by typing "go oheSS" on the NSA/CSS intranet.

### **(U) Occupational Health Services**

(U) Occupational Health Services strives to keep employees healthy on the job by providing clinical treatment, travel processing for PCS or TDY, health and wellness programs, and case management. Health services include:

- Clinical Treatment for Urgent and Acute Care, Return-to-Work
- Travel Health Services for medical and psychological preparation of employees and families for Agency-related moves and travel (Permanent Change of Station/PCS and Temporary Duty/TDY)
- Health Promotion and Wellness
- Case Management for Leave Bank/Leave Share
- Workers' Compensation
- Drug Testing Program
- Pharmacy
- Laboratory

### **(U) Environmental and Safety Services**

(U) Environmental and Safety Services offers a broad range of industrial hygiene, safety, environmental, and emergency response programs designed to:

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## **(U) Occupational Health, Environmental & Safety Services (OHESS)**

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- Provide optimal work space,
- Healthful and safe work practices
- Conserve resources, and
- Protect the environment

Programs support supervisors and managers, individual employees, facility planning and operations, logistics, microelectronic fabrication, field sites, and other members of the DoD community.

### **(U) Planning - Helping to reshape the workplace**

- Pre-construction permits
- Site selection
- Fire detection/suppression system design
- Engineering controls
- Best available control technologies
- Access for individuals with disabilities
- Environmental monitoring systems
- Health and environmental friendly building materials
- Ergonomically designed tools and workstations
- Renovation plan review for life safety code
- Real estate acquisition surveys for contaminants
- Low impact development
- Emergency planning & preparedness

### **(U) Implementing - Helping to redesign how we work**

- Risk assessment
- Job/process hazard analysis
- Fall protection
- Voluntary protection programs
- Pollution prevention
- Laser safety
- Radiation protection
- Chemical safety and Worker-Right-to-Know
- Personal protective equipment
- Confined space entry

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## **(U) Occupational Health, Environmental & Safety Services (OHESS)**

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- Hearing and sight conservation
- Operating permits
- Ergonomic assessments
- Hazardous energy
- Safety awareness training
- Environmental monitoring
- Natural and cultural resource management
- Safety and environmental audits

### **(U) Mitigating - Helping to minimize mission impacts**

- Emergency response
- Spill response, leak detection and clean-up
- Accident reporting and assessments
- Air pollution abatement
- Waste eliminatization and pollution prevention
- Wastewater pre-treatment
- Hazardous and medical waste management & disposal
- Drinking water quality monitoring
- Certifying regulatory compliance
- Evacuation planning
- Base closure

### **(U) Psychology and Life Services**

(U//~~FOUO~~) Psychology and Life Services has a two-pronged mission. The first prong is to provide consultation — to provide expert psychological opinions to those who make administrative, management and security-related decisions. The second prong is to provide support — to provide a wide range of psychological and work/life programs designed to enhance the employee's well-being, quality of life, and productivity. This division includes Employee Assistance Service (EAS), Psychological Services and Work/Life Services.

### **(U) Employee Assistance Service (EAS)**

(U) Employee Assistance Service (EAS) offers the following services:

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## **(U) Occupational Health, Environmental & Safety Services (OHESS)**

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- Counseling
- Alcohol Education and Recovery Program
- Consultation to Managers
- Workshops and Classes
- Information about and Referral to Resources in the Community
- Workplace Group Interventions
- 24/7 Crisis Response

### **(U) Psychological Services**

(U//~~FOUO~~) Psychological Services offers Psychological Evaluations that form the basis of consultation to decision makers in the following areas:

- Applicant Processing
- Consultation to Managers
- Consultation to Military (Commander-Directed Evaluations and Personnel Management)
- Consultation to Security
- Consultation for Travel (PCS and TDY assignments)
- Consultation to Special (e.g., sensitive, high-risk) Programs
- Pre-and Post-Deployment Screening and Education

### **(U) Work/Life Services**

(U) Work/Life Services provides assistance with quality of life issues. They offer programs, resources, referral, and consultation to help employees achieve better balance at work and at home. Their goal is to assist in dealing with life events, to include:

- Adult/Elder Care
- Children & Youth
- Deployers' Depot
- Deployment Support for Employees and Families
- Financial Coaching Center
- NSA/CSS Child Development Center
- Nursing Mothers in the Workplace

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## **(U) Occupational Health, Environmental & Safety Services (OHESS)**

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- Shiftwork consultation
- Special Needs
- Telework
- Family Assistance Crisis Center

(U) The end result is improved workplace productivity, reduced employee absenteeism, minimized security risk, increased employee morale, and enhanced recruitment and retention.

### **(U//~~FOUO~~) Work Life 4 You**

(U//~~FOUO~~) Work Life 4 You is a nationwide life resource and referral program designed to help employees manage daily responsibilities and challenging life events. The program offers free educational materials, personalized referrals, and an interactive web site to help employees. Whether a person needs help finding childcare or parenting strategies, adult care, relocation assistance, educational information, a plumber, pet care, or legal advice. The research is already done saving time and reducing stress. Whenever assistance is needed with a work and life issue, Work Life 4 You is available, 24/7. Toll free number: 1-888-604-9565 or external web site: [www.WorkLife4You.com](http://www.WorkLife4You.com). Contact Work/Life Services for more information by typing "go worklife4you" on the NSA/CSS intranet.

### **(U) Workers' Compensation**

(U) Federal employees are entitled, by law, to compensation for injury, illness, disability or death that is directly due to the condition of the employee's work or sustained while in the performance of official duty. Benefits are payable for first aid, medical and surgical care, including hospitalization if necessary; drugs; transportation for treatment; and additional items, depending upon the circumstances. Additionally, in the case of traumatic injury (caused by external force, identifiable by time and place of occurrence), employees may be authorized up to 45 days of Continuation of Pay, which is the continuation of an individual's regular pay with no charge to Sick or Annual Leave. In the case of permanent total disability, compensation based upon a percentage of salary is available.

(U) Employees must immediately report any injury or illness to their supervisor. Employees must file a Form CA1 (Claim for Traumatic

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## **(U) Occupational Health, Environmental & Safety Services (OHESS)**

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Injury) within 30 days from the date of a traumatic injury to be eligible for Continuation of Pay but have up to 3 years to file medical claims. In addition to traumatic injury the Federal Employees Compensation Act (FECA) covers occupational illness, which is illness caused by continued and repeated exposure to conditions of the work environment over a period of time. Employees have 3 years from the date they first became aware that the illness was related to the work environment to file medical claims for occupational illness.

(U) Always obtain names of any witnesses and retain receipts for expenses connected with a work-related incident. To obtain claim forms and/or additional information, type "go workers-comp" on the NSA/CSS intranet.

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## **(U) Commuter and Motor Fleet Services**

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### **(U) Commuter Transportation Centers**

(U//~~FOUO~~) There are two Commuter Transportation Center(s) (CTC) available to serve you:

- Fort Meade Campus: OPS 2A / VCC-101 (301) 688-7565 (ns)
- FANX Campus: FANX III / B1A13 (410) 854-7461 (ns)

(U//~~FOUO~~) CTC provides a variety of commuter and transportation services employees will need throughout their NSA/CSS career. Type "go transportation" on the NSA/CSS intranet.

### **(U) Parking Permits**

(U//~~FOUO~~) The CTC provides special parking permits for those eligible for Senior Executive, Executive, carpool, vanpool, handicapped or short term (90 days or less) medical parking. If you qualify for any of the above, visit the CTC or the website to apply.

### **(U) Ridesharing Program**

(U//~~FOUO~~) The CTC can help find alternatives to driving to work each day. The CTC encourages all employees working at Agency facilities to rideshare whenever possible. CTC will provide assistance with carpool, vanpool, public transportation and ridesharing benefits which employees may qualify for through the Federal Transportation Benefit program.

### **(U) Vehicle Registration**

(U//~~FOUO~~) All persons, civilian or military, employed in, assigned to, or detailed for duty with NSA/CSS will register all privately owned vehicles used in home-to-work transportation with the CTC by completing NSA/CSS Vehicle Registration Form P3318 on the LL21 web page. Registrations must be kept current and a Form P3318 executed and forwarded to CTC whenever data on the previously submitted form is changed.

### **(U) Motor Vehicle Administration (MVA) on Wheels**

(U//~~FOUO~~) The MVA On Wheels is a mobile MVA office providing a myriad of services such as renewing a Driver's License, obtaining certified copies of a Driving Record, renewing vehicle registrations,

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## **(U) Commuter and Motor Fleet Services**

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obtaining handicapped tags and placards, returning tags, registering to vote, or registering as an organ donor.

(U//~~FOUO~~) For a complete list of services provided and the schedule, type "go transportation" on the NSA/CSS intranet, find and click on the heading entitled "MVA On Wheels."

### **(U) Bus Schedules**

(U//~~FOUO~~) NSA/CSS provides transportation between the various buildings on Fort Meade and the FANX complex. Below are the NSA/CSS shuttle bus services provided:

#### **(U) Round Robin Shuttle**

(U//~~FOUO~~) This shuttle provides transportation within the fence line at the NSA/CSS Fort Meade complex. No reservations are required. Service begins at 0500 and continues until 1700.

#### **(U) FANX Overflow Express**

(U//~~FOUO~~) This shuttle operates on a continuous loop (which takes about 10 minutes) between the FANX Overflow lot, FANX III bus stop, H Lot, and the FANX Visitor Center. The shuttle will begin service at the overflow lot at 0630 and continue until 1830.

#### **(U//~~FOUO~~) Fort Meade Complex Shuttle to FANX Worksites Connecting to the Light Rail**

(U//~~FOUO~~) This shuttle operates both northbound and southbound. This service begins at 0545 and continues until 1730.

#### **(U//~~FOUO~~) FANX Campus Shuttle**

(U//~~FOUO~~) This shuttle provides transportation to all major buildings on the NSA/FANX/ASB (Airport Square Buildings) Campus. Service begins at 0630 and continues to 1830.

#### **(U//~~FOUO~~) NBP Shuttle**

(U//~~FOUO~~) This shuttle provides transportation between the NSA/CSS Fort Meade Complex and the NBP (National Business Park) Complex, to include OPS2A, NBP1, NBP318, NBP140 and the NBP132 overflow lot. Service begins at 0635 and continues until 1615.

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## **(U) Commuter and Motor Fleet Services**

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### **(U) CANX/Savage Shuttle**

(U//~~FOUO~~) This shuttle services points to include OPS2A, NBP1, CANX (Columbia Annex), and the Savage MARC Train Station. The shuttle begins at 0605 and continues until 1930.

### **(U) Colony 7 Express Shuttle**

(U//~~FOUO~~) This shuttle provides express transportation between the Colony 7 (N11) and Airplane (N10) lots, and OPS2A. The service operates between 0800-1100 in the mornings, and 1600-1930 in the afternoons.

### **(U) OPS Express Shuttle**

(U//~~FOUO~~) This shuttle provides express transportation between the Bravo Lot (E10), OPS2A, and OPS1 Gate 4. The service operates between 0700-1100 in the mornings, and 1500-1700 in the afternoons.

### **(U) Odenton Shuttle**

(U//~~FOUO~~) This shuttle provides transportation from the Odenton MARC train station to the NSA/CSS Visitor Control Center (VCC1) at NSA/CSS Fort Meade. Morning service runs from 0605 until 0845. Afternoon service runs from 1535 until 1930.

(U) For complete schedules of departure locations and times for all shuttles, type "go transportation" and click on "Shuttle Services" on the NSA/CSS intranet.

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## **(U) Miscellaneous Services**

### **(U) Cafeterias**

(U//~~FOUO~~) Cafeterias are located on the first floors of OPS 1, between OPS 2A and 2B, OPS 3 (S Building), R&E Building, SAB 1 and 4, CANX Building, NBP 1, NBP 140, NBP 318, FANXII, FANX III and APS 20. Vending areas, many with microwave ovens, are scattered throughout all the buildings.

### **(U) Bank**

(U//~~FOUO~~) Bank of America Military Banking Center is located in OPS 1, Room 1C115. The Banking Center is open Monday through Friday from 0800 to 1400. Automated Teller Machines (ATMs) are available 24 hours a day. This location offers a wide variety of services for both civilians and military personnel. Services include: new accounts, loans, wire transfers, foreign currency exchange, travelers checks and many other services. Bank of America Government Travel Card holders can make payments at this location. For more information, contact the Banking Center at (301) 688-6000 (ns) or (800) 334-1920 (ns). Employees can also visit the website at [www.bankofamerica.com/military](http://www.bankofamerica.com/military) on the external Internet.

### **(U) Credit Union**

(U) Tower Federal Credit Union (TFCU) is a non-profit, cooperative, financial organization open to NSA/CSS employees, retirees, and their entire families regardless of where they live. TFCU offers a wide variety of services including: home banking, debit and credit cards, savings, checking, money market accounts, certificates of deposit, loans, mortgages, direct deposit, payroll deduction, financial counseling and notary services.

(U) TFCU has several branches located throughout the Agency: the Burgin Building (near the south end of OPS 1), Visitor Control Center (VCC) 2A (2nd Floor), FANX III (1st Floor lobby), R&E, and SAB 4. Branches are also located in Laurel, Millersville (Old Mill Plaza), Columbia (Snowden Square), Ellicott City (Normandy Shopping Center), and Pasadena (Ritchie Highway - south of Jumpers Hole Road).

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## **(U) Miscellaneous Services**

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(U) There are ATMs located in OPS 1 (1st Floor, C corridor), the Burgin Building, VCC 2A (2nd Floor), R&E, NBP, FANX II, SAB 4, Laurel, Millersville, Columbia, Ellicott City, and Pasadena branches. TFCU ATM cards are accepted at 350,000 locations worldwide bearing STAR, Cirrus, and AFFN logos, in addition to the nationwide networks – CO-OP, MOST and EXCHANGE.

(U) Contact the Member Services Center for more information at (301) 497-7000 (ns) locally and (1-800) 787-TFCU (8328) (ns) long distance, or log on to [www.towerfcu.org](http://www.towerfcu.org) on the external Internet.

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## **(U) Agency Buildings**

### **(U) Headquarters Complex (Ft. Meade)**

#### **(U) Headquarters Building (HQ)**

(U) This building only has one main corridor (except for the basement). All of the room numbers start with the floor number, then have the corridor number (which will always be "A" in this case), and then have the room number. For example, Room 7A103 would be on the 7th Floor, Headquarters Building, Room 103. Rooms located in the basement of the Headquarters Building start with a "0" and have an "AW" designator for the basement corridor.

#### **(U) Operations Building 1 (OPS1)**

(U//~~FOUO~~) The room numbers in this building will start with the floor number, but there are five main corridors in this building. They are indicated as being North (N), South (S), East (E), West (W), and Center (C) corridors. For example, Room 2E031 would be on the 2nd Floor of the Operations Building 1, East Corridor, Room 031. Again, the basement is the exception to the rule. Rooms in the basement of the Operations Building start with a "0", but there are several corridor designators such as N, AW, S, R, P, etc. Locator boards are positioned at each corridor intersection to indicate where you are when you are in the basement. In September 2002, the Operations Building 1 was renamed the Friedman Building, however, it is still referred to as OPS 1.

#### **(U) Operations Building 2A (OPS2A)**

(U//~~FOUO~~) This is one of the glass buildings at Ft. Meade. Rooms in this building are always designated by the building number, and then the floor number and then the room number. For example, Room 2A0683 is in Operations Building 2A, 6th Floor, Room 83. Rooms in the basement of this building will have a "B" designator after the building designator (example - 2AB03).

#### **(U) Operations Building 2B (OPS2B)**

(U//~~FOUO~~) This is also one of the glass buildings at the Ft. Meade complex. Rooms in this building are always designated by the building number, and then the floor number and then the room number. For example, Room 2B0683 is in the Operations Building 2B, 6th floor, room 83.

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## **(U) Agency Buildings**

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### **(U) Operations Building 3 (OPS 3)**

(U//~~FOUO~~) Rooms in this building will always start with a "C" designator, and then the floor, the corridor, and the room numbers. For example, Room C2B40 is in the OPS3 Building, 2nd Floor, "B" Corridor, Room 40. Corridors in the OPS3 Building are North (N), South (S), East (E), West (W) and Center (C).

### **(U) Support Activities Buildings (SAB)**

(U//~~FOUO~~) The Support Activities Buildings (SAB) have a very simple system for room numbers. Rooms on the 1st Floor are 100 – series, 2nd Floor are 200 – series, etc.

### **(U) Research and Engineering Building (R&E)**

(U//~~FOUO~~) The room numbers in the R&E Building all start with "R" and are followed by the floor number, then the corridor designator and the room number. Rooms in the basement of this building begin with a "B", then the corridor and then the room number.

### **(U) National Business Park Buildings (NBP)**

(U) All room numbers start with NB, then the building number, if applicable, then the floor, then the corridor, and then the room number. For example, NB12A55 translates to National Business Park (NB), floor (12), corridor (A), room number (55). NBP 1 is referred to as NBP so this building will not have a building number. NBP 2 is referred to as NBP2 etc.

### **(U) Friendship Annex Complex (Linthicum)**

#### **(U) Friendship Annex Building I (FANX 1)**

(U//~~FOUO~~) FANX I is a one-story building and the rooms start with a "FX1" designator, then the corridor designator (C-Center, E-East, W-West, N-North, S-South and SE-Southeast), followed by the two-digit room number. For example, Room FX1SE12 would be in FANX I, the Southeast Corridor, Room 12.

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## (U) Agency Buildings

### (U) Friendship Annex Building II (FANX II)

(U//~~FOUO~~) FANX II is a two-story building and the rooms always start with an "A" designator, then go to the floor designator, corridor designator (the North-South Corridors will have a letter designator, and the East-West Corridors will have a numerical designator), and room designator. For example, Room A2A45 would be in FANX II, 2nd Floor, "A" (North-South) Corridor, Room 45.

### (U) Friendship Annex Building III (FANX III)

(U//~~FOUO~~) FANX III facility is a seven-story building and room numbers start with a "B" designator. The North-South Corridors have a numerical designator, and East-West Corridors have a letter designator. For example, Room B5A48 would be in FANX III, 5th Floor, "A" (East-West) Corridor, Room 48.

### (U) Columbia Annex Complex (Columbia)

#### (U) Columbia Annex Building (CANX)

(U) In the CANX facilities, all rooms start with "CX", followed by a corridor designator, and then the room number.

#### (U) Room Number - Quick Reference

(U//~~FOUO~~) \*4-digit room numbers will always follow the building designator, except in the basement of OPS 2A and OPS 2B

Building	Room #'s
Headquarters Building	1A...
OPS 1	1N...1S...1E...1W...1C
OPS 2A	2A*
OPS 2B	2B*
OPS 3	3 C...
SAB	1..., 2..., etc.
R&E	R...
FANX I	FX1...
FANX II	A...

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## (U) Agency Buildings

FANX III	B...
CANX	CX...
NBP	NB...

### (U) Building Corridor Locator Maps

(U//~~FOUO~~) Are you planning to visit another NSA/CSS building with which you are unfamiliar? Do you have a meeting in a particular room but aren't sure which end of the building to park? They don't call this place the Puzzle Palace for nothing! Building Corridor Locator Maps are now available online for most NSA/CSS Buildings showing room numbers at the ends of each corridor to point you in the right direction.

### (U) Online Maps, Driving Directions To Other Various Intelligence Agencies, Etc.

(U) I&L provides many online maps for Agency employee use as they make their way between the various buildings and other locations of interest.

(U) You can find maps by typing "go transportation" on the NSA/CSS intranet.

### (U) Virtual Tour

(U//~~FOUO~~) One of the challenges that confronted the Facilities Services organization was familiarizing the customer with the various buildings that make up the NSAW complex. To meet this challenge, the Facilities Services (LF) organization is pleased to provide an interactive fieldtrip through the NSAW complex. You can access this tour by typing "go LF" on the NSA/CSS intranet and then clicking on Windshield Tour.

### (U) Gatehouse Hours of Operation

(U//~~FOUO~~) To review a complete listing of Gatehouse locations and hours of operation: type "go nsa police" on the NSA/CSS intranet. On the left margin, click on "Resources" and then click on "Post hours".

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## **(U) Agency Property**

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### **(U) Property Accountability**

(U) NSA/CSS policy mandates that we maintain a physical accounting for Agency property. The Agency must account for all computers, as well as equipment and furniture costing over \$5,000, and other sensitive and pilferable items. Each organization has a Property Officer (PO) who helps facilitate the property accountability process. However, each employee is responsible for the property assigned to him/her for use in his/her official duties. Upon assignment to an organization, it is likely that the employee will be asked to sign a hand receipt for the items assigned to them. It will then be the employee's responsibility to inform the PO of any movement of this property.

### **(U) The Asset Management Services Branch**

(U) This organization provides oversight and guidance on property issues and maintains the Agency's property accountability database using the Defense Property Accounting System (DPAS). They can be reached on 977-7262 (secure) or (301-688-7168) (ns), or to view info on Property Accountability, type "go property" on the NSA/CSS intranet.

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## (U) Material Disposition Services (MDS)

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(U//~~FOUO~~) Material Disposition Services (MDS) LL24, is responsible for the declassification or destruction of classified material for all NSA/CSS elements as well as intelligence community and DoD agencies and customers. Products processed include classified paper, magnetic media, film, IC (integrated circuit) chips and printed circuit boards. The end products are recyclable with proceeds received going to the Agency's Qualified Recycling Program (QRP). The MDS is composed of four main branches:

(U//~~FOUO~~) Secure Collection Services, LL241 –  
OPS 1, Room OR-183  
963-4103 (secure) or (301) 688-7062 (ns)

(U//~~FOUO~~) The Secure Collection Services branch LL241 performs manual material collections (both water-soluble paper and "special" material items) for customers located throughout the Baltimore/Washington corridor and at various collection stations at OPS 1, OPS 2A, OPS 2B, Headquarters Buildings, FANX, NBP, etc.. Secure Collection also provides a "walk-in" service for customers who wish to deliver material items directly to Room OR-183. This service is available on Wednesday and Friday ONLY from 0630-1100 (Closed from 1100-1200) and 1200-1415. A bulk pickup service for classified material is also offered by appointment only. Please phone 443-479-6929 (ns) or e-mail to **DL CMC Bulk**. Please note that a minimum of one pallet of material is required for bulk pickup.

(U) Classified Waste Bags (Burn Bags)

(U//~~FOUO~~) A "burn bag" is a brown bag very similar to those received at a grocery store. This bag is used to dispose of classified material that is printed on paper products that are "**water-soluble**". A similar brown bag with red stripes is used to dispose of "**special**" types of material that is destroyed in a different fashion than the "**water-soluble**" paper products. These "**special**" material include typewriter ribbons, viewgraphs, slides, etc. It is important to remember that the "water-soluble" paper and the "**special**" material should **always** be separated and **never** placed in the same bags/containers. These bags must be secured at the end of each workday. To find how to dispose of "burn bags" using the automated

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## **(U) Material Disposition Services (MDS)**

disposal shoots at the Ft. Meade complex or to view the manual collection schedule at the other locations (i.e., FANX. NBP, etc.), type "go burn" on the NSA/CSS intranet.

**(U//~~FOUO~~) Chemical Excess Center, LL242 –  
Special Activities Building Four (SAB 4)  
972-7284 (secure) or (301) 688-5153 (ns)**

(U//~~FOUO~~) The Chemical Excess Center, LL242, provides Agency customers with environmentally responsible, safe and economically sound means for disposing of and recycling various hazardous waste products. Examples of hazardous waste material are items such as Antifreeze, Epoxy, Caulk, Household Cleaning products and Oil, to name just a few. Please contact the HAZMAT team (LL242) should you require a material pickup. The normal schedule for this service is Monday, Wednesday and Friday from 0730-1200, however special arrangements can be made for pickups during afternoon hours or on Tuesday or Thursday.

**(U//~~FOUO~~) Secure Paper Conversion and Precious Metals  
Reclamation, LL243**

**(U//~~FOUO~~) Secure Paper Conversion  
– Building 9814A ; 972-2150 (secure) or (301) 688-6593 (ns)**

(U//~~FOUO~~) The Classified Paper Conversion area of LL243 declassifies and recycles all classified "water-soluble" paper through the operation of a wet vat and baler system in addition to operating the Automatic Material Collection System (AMCS). After classified paper is converted to pulp, it is transported to the Defense Reutilization and Marketing Office (DRMO) and sold to paper companies. Unwanted classified paper is converted into various paper and cardboard products such as pizza boxes, clothing boxes, wrappings for food products, etc. Revenue generated from the sale of the pulp is returned to the Agency's Qualified Recycling Program (QRP).

**(U//~~FOUO~~) Precious Metals Reclamation  
– Building 9838; 972-2106 (secure) or (301) 688-7215 (ns)**

(U//~~FOUO~~) The Precious Metals Reclamation area of LL243 converts

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## **(U) Material Disposition Services (MDS)**

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all “non-water” soluble or “special” types of classified material into an unclassified state through five unique processes. The residue through the conversion is placed in drums and transported to the DRMO for precious metals recovery. Recovered from your classified film, circuit board, disk platters and computer chips are precious metals such as gold, silver, platinum, and palladium.

**(U//~~FOUO~~) CLEANSWEEP/Warehouse, LL244 –  
Special Activities Building Four (SAB 4)  
977-7241 (secure) or (301) 688-8173 (ns)**

(U//~~FOUO~~) The CLEANSWEEP/Warehouse branch LL244 handles all the Agency’s excess equipment from customer pickup to declassification (sanitization) of equipment and the disposition of the equipment through a variety of methods and programs. CLEANSWEEP also handles discarded scrap metal, aluminum, cable, and cardboard.

(U//~~FOUO~~) Questions in conjunction with any of the LL24 services mentioned in this handbook, should be directed to the MDS Customer Service Office on 972-2478 (secure) or (301) 688-6672 (ns). Hours of operation are Monday – Friday from 0600-1500 hours.

### **(U) Blood Donor Programs**

(U) NSA/CSS has been operating a whole-blood collection program in Agency buildings in partnership with the American Red Cross (ARC) for over 30 years. The Agency is the largest blood contributor in the Greater Chesapeake and Potomac region, donating approximately 500 units of blood per month. The blood NSA/CSS collects and donates supports hospitals throughout the region and provides blood to military facilities when needed.

(U) NSA/CSS’s partnership with the Walter Reed Army Medical Center enables employees to donate white cells or platelets through hemapheresis extractions, at the fixed Burgin Donor Center in OPS1.

(U) The C. W. Bill Young Bone Marrow Center in Bethesda and NSA/CSS cosponsor bone marrow screenings twice a year. A total of 4110 names of Agency employees and military assignees have been added to the National Bone Marrow Registry. To date, 19 people have been asked

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## **(U) Material Disposition Services (MDS)**

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to be donors... a relatively small percentage, perhaps, but a beacon of hope for those who receive a successful match and transplant.

(U) In support of a national initiative launched by the White House, NSA/CSS offers resource information to those who wish to provide for organ or tissue donations through the Living Legacy Foundation. Individuals may simply note on their driver's license their desire to become an organ and tissue donor. Several Agency employees are living donors who provided kidneys and other tissue transplants to matched recipients. This program truly promotes the gift of life.

(U) For more information, type "go blood-donor" on the NSA/CSS intranet.

### **(U) NSA/CSS Recycling Program**

(U) Recycle bins (indoor and outdoor) for aluminum cans, newspapers, magazines, plastic bottles, and batteries are located in various locations throughout the Agency. To recycle used toner cartridges, place the used cartridge in the box from which the new cartridge came and mail it to the following address through the Agency internal mail distribution.

(U) LL24 Chemical Excess Center  
E-Room, SAB 4, Suite 6629

(U) For more information on the NSA/CSS Recycling Program, type "go recycling" on the NSA/CSS intranet.

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## (U) Travel

### (U//~~FOUO~~) Official Agency Travel

(U//~~FOUO~~) The Corporate Travel Office operates an official travel service for Agency-sponsored and funded travel. They ensure that Agency and applicable federal/DoD travel regulations, directives, policies, and procedures are implemented and applied consistently to all travel situations, and that travel arrangements adhere to established policies. They ensure that travel is arranged in the most efficient, effective, and economical manner, considering security concerns and convenience of the traveler. The Corporate Travel Office is responsible for obligating travel funds and providing the Commercial Travel Office (CTO) with authorization for ticket issuance. They additionally provide all passport and visa services for Agency travelers performing mission-related travel. The Corporate Travel Offices are located in OPS 2A, FANX III, and R&E. For more information on the Agency's entire Corporate Travel Services, or for help in planning travel, type "go travel" on the NSA/CSS intranet.

(U//~~FOUO~~) All NSA/CSS employees are required to obtain an Official Government Travel Charge Card. To obtain the forms, type "go travel forms" on the NSA/CSS intranet.

### (U//~~FOUO~~) DoD Common Access Card (CAC)

(U//~~FOUO~~) The Common Access Card (CAC) is the official card for all Agency travel. To apply for a card, type "go cac" in your web browser and follow the instructions. For assistance, contact the Common Access Card Office (Headquarters Building, Gate House 1) on 240-373-0110(ns) or 963-7876(s). Operating hours are Monday thru Friday, 0630 - 1500.

### (U//~~FOUO~~) Unofficial Foreign Travel (UFT)

(U//~~FOUO~~) All planned Unofficial Foreign Travel (UFT), to include Bermuda, Bahamas, Canada, and Mexico, must be reported 30 days in advance of travel. Employees must complete Form K2579, type "go eforms" on the NSA/CSS intranet. When using the hard copy version of the K2579, please complete ALL sections and return the form to Counterintelligence Awareness and Operations Security OPS 1, Suite 6321, Room 1S079. If using the automated version, a copy will automatically be generated to the Counterintelligence Awareness and Operations Security Office once the supervisor completes his/her action

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## (U) Travel

on the form. Once the Counterintelligence Awareness and Operations Security Office processes the request, the employee will be notified of the outcome and whether a Defensive Travel Briefing is required.

(U//~~FOUO~~) For additional information about UFT, type "go uft" on the NSA/CSS intranet.

### (U//~~FOUO~~) Defensive Travel Briefing

(U//~~FOUO~~) Defensive travel briefings are required every 2 years for UFT. The briefing is available online via the Q208 web page under "Resources."

(U//~~FOUO~~) A live Defensive Travel Briefing is also offered on the first and third Friday of the month only at 0830 in OPS1, Room 1W050. To register for this briefing type "go Q208" and click on "Resources."

### (U//~~FOUO~~) Antiterrorism and Force Protection Level 1 Training

(U//~~FOUO~~) In accordance with DoD Instruction 2000.16, "DoD Antiterrorism Standards" and DoD 2000.12-H, "Protection of DoD Personnel and Assets from Acts of Terrorism," all NSA/CSS civilian and military assignees are required to complete on an annual basis the web-based Level I Anti-Terrorism Force Protection Training Course, SSET-1101. Additionally, the training is recommended for dependants age 14 and above who are overseas or preparing for overseas deployment.

(U//~~FOUO~~) This course is designed to increase your awareness of terrorist tactics and methods, and recommend proper responses to those actions. Developing your personal awareness will help make you, your family, and colleagues less vulnerable to terrorist attack. It will also enhance the safety of NSA/CSS personnel, information, and facilities worldwide as part of our mission to provide effective force protection.

(U//~~FOUO~~) This web-based training is available through VUPOINT by typing GO VUPOINT in the message line of their browser on NSANet. For family members and NSA/CSS personnel without access to NSANet, the course is available in CD form from the NCS Independent Learning Centers and Headquarters Security and Program Protection Division, Q14. The NCS is in the process of sending copies of the CD to Learning Centers in the Extended Enterprise as well. CDs obtained for family members should not be used in classified NSA/CSS systems.

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UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~**(U) NSA/CSS Libraries/  
Information Centers**

(U//~~FOUO~~) NSA/CSS Libraries are located in the following buildings:

Location	Room #	Phone #
Main Library, OPS 1	1S042	963-5848 (s) or (301) 688-7581 (ns)
R&E Library, R&E Building	R1C075	961-1200 (s) or (301) 688-0333 (ns)
Geographic Library, OPS 1	2S077	963-5585 (s) or (301) 688-7996 (ns)

(U//~~FOUO~~) For more information on NSA/CSS Libraries, type "go library" on the NSA/CSS intranet.

(U//~~FOUO~~) For recreational reading libraries see the section on Civilian Welfare Fund (CWF).

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## (U) Supplies

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(U) Each office has a designated individual responsible for the acquisition of office supplies. Employees should contact the Office Administrator or supervisor for guidance.

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## **(U) Morale, Welfare & Recreation (MWR)**

(U) The Agency's Morale, Welfare & Recreation is supported by two councils. The Civilian Welfare Fund (CWF) council is a group of Agency employee elected to represent their organizations in planning and running welfare/recreational activities for the morale of all Agency personnel. The Restaurant Council supports the custodian by making recommendations and serving as the eyes and ears regarding food service issues. The fund Custodian supervises a small staff that runs the offices, administers the programs and service and oversees the expenditure of non-appropriated funds. Non-appropriated funds are non-government money, which is self-generated by some of the welfare activities and profits from the Agency cafeterias, drug store and barber shop. These profits are turned back into services that directly benefit the employees who generated them.

### **(U) Civilian Welfare Fund (CWF)**

(U//~~FOUO~~) The CWF is a group of Agency employees elected to represent their organizations in planning and running welfare/recreational activities for the morale of all Agency personnel.

(U//~~FOUO~~) NOTE: Participation in CWF activities is normally non-duty time. Supervisors can provide additional guidance.

(U//~~FOUO~~) CWF Offices are located in the following buildings:

Location	Room #	Phone #
OPS 2A VCC	2nd Floor-Rm 210	(301) 688-7337 (ns)
FANX III	Rm B1A19-B	(410) 854-4646 (ns)
OPS 3 (S Bldg)	Rm COA54	(301) 688-3095 (ns)
R&E Building	Rm R1C009	(301) 688-0266 (ns)
National Cryptologic Museum	1st Floor	(301) 688-6859 (ns)

### **(U) CWF Cards**

(U//~~FOUO~~) The CWF provides two ID cards available at the offices listed above:

- CWF Photo ID Card
- CWF Discount Buyer's Program Card

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## **(U) Morale, Welfare & Recreation (MWR)**

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(U//~~FOUO~~) The CWF Photo ID Card is an unofficial card that was developed at the request of Ft. Meade recreation authorities to identify NSA/CSS employees, contractors, retirees and family members. The card has no official standing and no DoD facility is required to honor it in any way. At Ft. Meade, the card can be used to play golf, join a club, use a gym, and participate in a variety of recreational activities. Please note - this card DOES NOT guarantee access to Ft. Meade or to any other military base. You will still need the proper identification to gain access to the base, i.e., a photo identification and the Ft. Meade car pass/decal. To obtain a CWF Photo Identification Card, call the CWF office on (301) 688-7337 (ns) to make an appointment.

(U//~~FOUO~~) The CWF Discount Buyer's Program Card is used by NSA/CSS employees to receive special discounts offered by certain individuals/companies. All individuals/companies have agreed to honor the CWF discount identification card. To review the list of participating individuals/companies, type "go cwf" on the NSA/CSS intranet.

(U//~~FOUO~~) All the information presented here is kept up-to-date and is available by typing "go cwf" on the NSA/CSS intranet.

### **(U//~~FOUO~~) Restaurant Council**

(U//~~FOUO~~) The Restaurant Council supports the MWR custodian by making recommendations and serving as the eyes and ears regarding food service issues.

(U//~~FOUO~~) The Restaurant Office is located in OPS 1, Room 1, South Cafeteria.

(U//~~FOUO~~) For additional information type "go restaurant" on the NSA/CSS intranet.

### **(U//~~FOUO~~) MWR Services**

#### **(U//~~FOUO~~) Barber Shop**

(U//~~FOUO~~) A barber shop is located on the first floor of OPS 1 (south end) in Room 1C186. For an appointment, call (301) 688-7229 (ns).

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## **(U) Morale, Welfare & Recreation (MWR)**

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### **(U) Drug Store**

(U//~~FOUO~~) A drug store is available on the first floor of OPS 1 (south end next to the barber shop). The phone number is 301-688-6005 (non-secure).

### **(U) Dry Cleaning Service**

(U//~~FOUO~~) In addition to dry cleaning service, there is shirt laundering, expert shoe repair, and professional alterations. Free laundry bags are provided for your convenience. These may be used to transport and drop off items during normal business hours or use the drop chute, which will be open 24-hours a day. Store hours are 0800-1400. Drop off and pick up time for dry cleaning is 3 business days. Other prices not published will be determined at drop off. This would include shoe repair and alterations. The phone number for Anthony's Dry Cleaners is 301-688-8016 (non-secure).

### **(U) Emergency Loans**

(U//~~FOUO~~) Modest, interest-free 90-day loans are available to meet short-term personal emergencies requiring immediate financial assistance. (They are not made for known expenses or for purposes for which funds usually may be procured from the credit union or a bank).

### **(U) Expressions of Sympathy**

(U//~~FOUO~~) In the event of the death of an employee or an employee's spouse/children, flowers or a donation to the charity of the family's choice are sent on behalf of the Director and Agency personnel.

### **(U//~~FOUO~~) Fort Meade Flying Activity**

(U//~~FOUO~~) The CWF sponsors the Fort Meade Flying Activity, located at Tipton Airfield. The Flying Activity offers pilot training programs, and has nine aircrafts available for rent to members with pilot licenses.

### **(U//~~FOUO~~) Informational Brochures**

(U//~~FOUO~~) Racks and files of reading materials and free brochures are located in each CWF office, providing current information on vacation, sightseeing, and recreational facilities and special events, both in the immediate area and nationally.

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## (U) Morale, Welfare & Recreation (MWR)

### (U//~~FOUO~~) Recreational Reading Libraries

(U//~~FOUO~~) Recreational Reading Libraries, run by the CWF, may be found in the VCC (2nd Floor, Room 210) and FANX III adjacent to the cafeteria.

### (U//~~FOUO~~) Lost and Found

(U//~~FOUO~~) There are various lost and found offices located in the following buildings at all CWF locations:

Location	Room #
OPS 2A VCC (2nd Floor)	210 (next to the Credit Union)
FANX III	B1342
R&E Building	R1C009
OPS 3 (S Bldg)	C0A54

### (U//~~FOUO~~) Notary Service

(U//~~FOUO~~) Free notary service is available to all Agency employees. For a complete listing of current notaries, type "go cwf" on the NSA/CSS intranet.

### (U//~~FOUO~~) Picnic Pavilion

(U//~~FOUO~~) The Ralph J. Canine Memorial Recreation Center is located on O'Brien Road near Samford Road. The covered 22' x 60' pavilion has picnic tables and grills, horseshoe pits, playground equipment, a volleyball court, and a large fenced-in area. Portable toilets are also available. The pavilion may be reserved at no cost by any NSA/CSS badged employee (civilian or military) for a private or Agency organization party by calling (301) 688-7337 (ns).

### (U//~~FOUO~~) SHAPE Centers

(U//~~FOUO~~) CWF operates six exercise centers. Both programmed and self-directed fitness programs are available. SHAPE Centers are located at OPS 2B, FANX, R&E, NBP, CANX, and CASL. For more information, type "go shape" on the NSA/CSS Intranet.

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## **(U) Morale, Welfare & Recreation (MWR)**

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### **(U//~~FOUO~~) Social/Special Events**

(U//~~FOUO~~) Many special events are scheduled throughout the year. Refer to the CWF web page by typing "go cwf" on the NSA/CSS intranet for current listings, including the annual golf tournament, 5K run, bowling tournament, and others.

### **(U//~~FOUO~~) Sports Leagues**

(U//~~FOUO~~) NSA/CSS employees may participate in many organized athletic programs. Leagues are formed for softball, basketball, tennis, football, soccer, volleyball, and dodgeball. For more information, type "go cwf" on the NSA/CSS intranet.

### **(U//~~FOUO~~) Ticket Booths**

(U//~~FOUO~~) The CWF ticket booths sell tickets to local shows, attractions, professional sports events, theme park admissions, dinner theaters, and movies. Some of these are at special discount prices. U. S. postage stamps and special Florida fruit sales are also sold at the ticket booths. Ticket booths are located in:

- OPS2A VCC, 2nd Floor, Room 210;
- FANX III, Room B1342; and
- OPS 3, Room COA54.

### **(U//~~FOUO~~) Trading @ NSA**

(U//~~FOUO~~) Trading@NSA is an online service provided for use by government employees during non-duty time to buy and sell their personally owned items. To learn more about this service, type "go trading" on the NSA/CSS intranet.

(U//~~FOUO~~) For a complete listing of all MWR services, type "go LL3" on the NSA/CSS intranet.

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## (U) Chaplain Services

(U//~~FOUO~~) Military chaplains assigned to NSA/CSS are available to provide pastoral care and support to the entire workforce. Worship services, Bible studies, LAN meditations (Chaplain Channels), core values lectures and a host of other activities are ongoing. Employees can participate in these activities on non-duty time, i.e., lunch breaks. Supervisors can provide additional guidance.

(U//~~FOUO~~) Chaplains are often a "first call" resource for direction on seeking support or assistance from the many helping agencies on post and within NSA/CSS. We stand by to assist. Feel free to call:

Agency	Phone Number
National Security Agency Chaplain	(301) 688-4314 (ns)
Naval Security Group Chaplain	(240) 373-3500 (ns)
70th Air Intelligence Wing Chaplain	(301) 677-0811/ (301) 688-7605 (ns)
Naval Security Group Activity Chaplain	(301) 677-0492 (ns)
704th M.I. Brigade Chaplain	(301) 677-7513 (ns)

### (U//~~FOUO~~) Meditation Room

(U//~~FOUO~~) A non-denominational room is available 24 hours a day for Employees who wish to pray or meditate. It is on the third floor of OPS 1, Room 3C012-2, central corridor, behind the Friedman Auditorium. The door is always unlocked.

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## (U) Employment Status

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### (U//~~FOUO~~) Excepted Service

(U//~~FOUO~~) Because NSA/CSS requires unique skills and has special citizenship, security and psychological requirements not encompassed in the normal Civil Service competitive system, NSA/CSS was established as an "Excepted Service" by federal statute. This means that NSA/CSS operates under its own job classification standards, employment system and salary schedules. Therefore, appointment to NSA/CSS does not confer Civil Service competitive status, nor can those who have such status transfer directly to NSA/CSS without going through the Agency's pre-employment process.

### (U//~~FOUO~~) Appointment Types

(U//~~FOUO~~) Appointment types include:

- Permanent – without condition or time limitation;
- Non-permanent/conditional – generally used for students in formal training programs (i.e. STOKES);
- Provisional – non-permanent used for employees with a Limited Interim clearance;
- Indefinite – a temporary position for more than one year;
- Temporary – position limited to one year or less.

### (U) Employment Categories

(U//~~FOUO~~) In addition to the Appointment Type, each employee is assigned an Employment Category (EMPCAT) to indicate the time basis of the appointment.

(U) **Full-time** means that the employee is assigned to a position requiring a minimum of 80 hours per pay period.

(U) **Part-time** means that the employee is assigned to a position requiring 16 - 32 hours per week.

(U) **Intermittent** means employees for whom no hours of duty can feasibly be established on a continuing basis. For example, this category is used for consultants who are expected to be available to report for duty in connection with some unscheduled activity.

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## (U) Employment Status

### (U//~~FOUO~~) Trial Period

(U//~~FOUO~~) Most new Agency employees are required to serve a two-year trial period appointment. During this period, the employee's supervisor will evaluate the employee's overall performance, conduct, and fitness for continued Agency employment. Employees who are hired without a break in service (no-break) from another Defense Civilian Intelligence Personnel System (DCIPS) Component, however, will not be required to serve another trial period.

### (U//~~FOUO~~) Skill Community Service Obligation

(U//~~FOUO~~) Appointments to critical skill areas may require the employee to commit to a Skills Community service obligation. This obligation must be fulfilled before new hires may be eligible for any other positions with NSA/CSS.

(U//~~FOUO~~) Currently, service obligations exist for the following skill communities:

- Language Analyst
- Math
- Contracting Intern Program

(U//~~FOUO~~) Currently, a service obligation exist for the following work role (not the skill community):

- NSA/CSS Police

(U//~~FOUO~~) Exceptions to the above policy may be made based on changes in the Agency's mission or technological developments. In such cases the Associate Director for Human Resources may authorize reassignments otherwise restricted by this agreement.

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## **(U) HR Customer Gateway**

(U) As of 31 August 2008, the Human Resource Service Center (HRSC) was reorganized as follows:

### **(U) Employee Gateway, MD1, OPS 2B, Room 2B7088, 963-2200**

(U/~~FOUO~~) This is the employee's gateway for any HR question or need. This location includes all the HR Advisors. (Retirement and Benefits Counselors are also part of the Employee Gateway but temporarily remain at SAB1, S1CN03, 963-4472.)

(U/~~FOUO~~) The Employee Gateway maintains a satellite office at FANX3, Room B7128, which is currently open Mondays, Wednesdays, and Fridays from 0900-1500 hours. Call 963-2200 to verify the schedule or to make other arrangements if necessary.

### **(U) Management Gateway, MD2, 2A0352A, OPS 2A, Room 2A0352B, 963-3953**

(U/~~FOUO~~) This is the supervisor's gateway for programs involving multiple employees such as staffing, recognition programs, and manpower. This office includes the HR Program Managers.

(U/~~FOUO~~) The competitive selection team remains in OPS 2B, Room 2B7088, 966-1774.

### **(U) Records and Technology, MD3, Ops 2B, 2B4132, 963-5499**

(U/~~FOUO~~) MD3 is responsible for all HR records, hard or soft copy; HR automation; quality control; HRMS; P3; and verifications of employment. This office includes the Technical Specialists and HRMS solutions team (some of whom remain at APS20.)

### **(U) Global Support Personnel Office (MG1), NBP1, 10A69, 992-4021**

(U/~~FOUO~~) MG1 serves all Field sites  is handled by MD1.)

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## (U) HR Customer Gateway

### (U//~~FOUO~~) Verification of Employment

(U//~~FOUO~~) All requests for employment verification must be submitted in writing via the "Request for Verification of Employment" form. Note that no employment verifications are given over the telephone.

(U//~~FOUO~~) Verification of Employment "form letters" obtained from external institutions must also be signed by the employee authorizing the Agency to release information. If there is no place on the form for employees to sign, a letter must be prepared, signed, and attached to that verification form before sending it to the Agency for processing.

(U//~~FOUO~~) Employees can mail their Verification of Employment form to their HRSC using the following address:

**National Security Agency**

**9800 Savage Road**

**ATTN: Human Resource Service Center, MD\_\*, Suite \_\_\_\_\***

**Fort George G. Meade, MD 20755-6000**

(U//~~FOUO~~) \*Please check the HRSC homepage for the designator and suite # of your HRSC.

(U//~~FOUO~~) To obtain information and the necessary form, type "go employment-verification" on the NSA/CSS intranet or contact a HRSC representative.

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## **(U) Personnel Information**

### **(U//~~FOUO~~) Official Personnel Folder (OPF)**

(U//~~FOUO~~) An OPF is maintained for each employee in the Employee Records Center (ERC). It may contain official personnel actions, education records, award records, and all required forms pertaining to benefit entitlements. The Human Resources Service Centers (HRSCs) are responsible for the maintenance of the OPF. If an employee wants to go to the Employee Records Center to review his/her OPF, appointments can be scheduled by contacting the ERC on 968-8813 (secure), (410)854-8813 (non-secure), or via e-mail at "md3opfs."

(U//~~FOUO~~) In addition, it is recommended that employees keep copies of all personnel actions (unclassified only) in a personal file at home.

### **(U//~~FOUO~~) Human Resources Management System (HRMS) Portal**

(U//~~FOUO~~) Employees can access certain personnel information electronically through the HRMS portal.

#### **(U//~~FOUO~~) HRMS Employee Direct Access**

(U//~~FOUO~~) Employees can review (and in some cases edit) the following information:

- Rough estimates of future benefits information
- Thrift Savings Plan (TSP) contributions
- Personal Health Benefits
- Emergency Contact information
- Job Descriptions and Vacancy Reports

#### **(U//~~FOUO~~) Benefit website link**

- Flexible Spending Accounts (FSA)
- Federal Employee Health Benefits (FEHB)
- Thrift Savings Plan (TSP)
- Life Insurance (FEGLI)
- Retirement & Resignation Process
- Life Event and Beneficiary Designation

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## (U) Personnel Information

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### (U//~~FOUO~~) Security Data Applications/CARS

- Request Compartmented Accesses
- Request a Common Access Card

### (U//~~FOUO~~) Enterprise Learning Management (ELM)

- Register for Training

### (U//~~FOUO~~) Security Services

- Submit Visit, Special Access, Clearance and Badge Requests

### (U//~~FOUO~~) Education Services

- Review training history, NCS course catalog, special events, conferences

### (U//~~FOUO~~) Access the Supply Chain Management tool

- For Purchase Cardholders, Receiving, Inventory, Hazmat and OrderIt Users

### (U//~~FOUO~~) Personal Profiles

- Employee Profile
- Retirement Profile
- Promotion Profile
- Personnel Actions (aka SF50s)

### (U//~~FOUO~~) HRMS Manager Direct Access

(U//~~FOUO~~) Managers can review (and in some cases edit) the following information:

- Employee personal information
- Position information
- Emergency Tier Designations
- Locator information
- Performance rating profiles
- Employee Work Roles

(U//~~FOUO~~) To access the Portal, type "go Connect" on the NSA/CSS intranet. Log-on to the Portal under MENU, Click Employee Self Service or Manager Self Service.

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## **(U) Personnel Information**

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### **(U//~~FOUO~~) Work Structure**

(U//~~FOUO~~) The NSA/CSS Work Structure is the basic foundation for NSA/CSS's wage and salary administration. It is also used in other personnel administration processes such as staffing, workforce planning, reporting, and development.

(U//~~FOUO~~) NSA/CSS utilizes a skills-based work structure to describe the unique and diversified skill requirements of our positions. It provides a systematically identified grouping of Agency work activities, called work roles, and the occupational skills, tasks, license/certification and minimum qualifications that enable work performance.

(U//~~FOUO~~) The authority to classify NSA/CSS positions (assign work roles to incumbents) has been delegated to managers at the Division level (or equivalent) and above. In assigning a work role, the manager should consider the nature of the duties and responsibilities being assigned to an employee. In addition, managers need to ensure that the level of work assigned to the employee is commensurate with his/her salary.

(U//~~FOUO~~) To review the work roles, skill, task, license/certification requirements and minimum qualifications or for additional information on the work structure type "go MA" on the NSA/CSS intranet.

### **(U//~~FOUO~~) Personal Performance Process (P3)**

(U//~~FOUO~~) The P3 consists of five components: Planning (Performance Plan); Monitoring (ongoing feedback); Developing (Individual Development Plan (IDP); Rating (Final Evaluation), and Rewarding (promotion, awards, bonuses, and other forms of recognition).

(U//~~FOUO~~) The P3 is a systematic process used to plan work and set expectations needed to meet Agency and organizational goals. In addition, assignments and projects are monitored to consistently measure performance and provide ongoing feedback to employees on their progress towards reaching their established goals. The process allows managers to identify developmental needs and provide employees with the training and assignments needed to improve performance, strengthen job-related skills, and keep up with changes in the workplace. It helps organizations easily identify their top performers.

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## **(U) Personnel Information**

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(U//~~FOUO~~) For additional information regarding the Personal Performance Process, type "go performance" on the NSA/CSS intranet.

(U//~~FOUO~~) A small number of Agency employees are not covered by the P3; these include consultants, experts, college co-ops, student program participants, and those on temporary appointments. Members of the Defense Intelligence Senior Executive Service (DISES) and Defense Intelligence Senior Level (DISL) are covered under the Senior Pay for Performance Process.

(U//~~FOUO~~) For more information regarding P3s for DISES/DISL employees, type "go slm" on the NSA/CSS intranet.

### **(U//~~FOUO~~) Promotions**

(U//~~FOUO~~) The objective of the NSA/CSS promotion process is to identify and select the most qualified employees for advancement to grades 03-15, in accordance with Merit System Principles. The process is designed to advance those employees whose current performance, interpersonal relationships, and professional development indicate they are able to perform at greater levels of responsibility and accountability at the next grade level.

(U//~~FOUO~~) Eligibility — Employees must be performing at the "Met Objectives" or higher on his/her most recent P3 evaluation in order to be considered for promotion to the next grade level.

(U//~~FOUO~~) For additional information regarding promotions, type "go promotion" on the NSA/CSS intranet.

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## (U) Job Assignments

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(U//~~FOUO~~) Employees are expected to remain in the position for which they were hired for a minimum of 2 years (Trial Period), unless further bound by a program requirement as documented in the final job offer (FJO) letter. Once this time period has lapsed, employees can change positions within the Agency through the following programs:

### (U//~~FOUO~~) Competitive Selection

(U//~~FOUO~~) A formal program for changing job assignments within the Agency whereby vacancies are published Agency-wide via the NSA/CSS intranet. Official Headquarters Vacancy Announcements are published every week running for 1-4 weeks from the opening date of the vacancy. This program is restricted to NSA/CSS civilian employees only. Civilian employees may compete for vacancies by following application procedures at the bottom of the vacancy announcements. Employees selected for positions through competitive selection must remain in the position for 1 year.

(U//~~FOUO~~) For additional information regarding the Competitive Selection process, type "go vacancy" on the NSA/CSS intranet.

(U//~~FOUO~~) Questions regarding the Competitive Selection process, should be forwarded to the Competitive Selection Team via email "DL COMSEL".

### (U//~~FOUO~~) Management-Directed Reassignments

(U//~~FOUO~~) At any time during an employee's NSA/CSS career, officials within the management chain-of-command may reassign the employee to another position within the Agency due to mission and/or organizational requirements.

### (U//~~FOUO~~) Release/Reassignment

(U//~~FOUO~~) Request for Release (a.k.a. Release Reassignment) is an employee initiated request to be reassigned to another position. It is not processed through the Competitive Selection process. The decision to release or not release an employee must be negotiated between the gaining and the losing organizations. Once in the new position, the employee has no obligation to remain in the position for a set period of

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## (U) Job Assignments

time. For more information regarding the release/reassignment process, contact a your Human Resource Service Center Advisor.

### (U//~~FOUO~~) Military Reserve Duty

(U//~~FOUO~~) The Uniformed Services Employment and Reemployment Rights Act (USERRA) entitles full-time and part-time civilian employees who perform duty, voluntarily or involuntarily, in the "Uniformed Services" certain entitlements. Uniformed Services include, the Army, Navy, Marine Corps, Air Force, Coast Guard, Army or Air National Guard and the Commissioned Corps of the Public Health Service, as well as the reserve components of each of these services. Qualifying duty includes active duty training, inactive duty training (i.e., drills), initial active duty training, and funeral honors performed by National Guard and reserve members as well as the period for which a person is absent from a position of employment for the purpose of an examination to determine fitness to perform any such duty.

(U//~~FOUO~~) New employees who are in the reserves must register their military reserve status with their respective HRSC. This registration will initiate your military leave entitlement of 120 hours (15 days) each fiscal year. This entitlement is pro-rated for part-time employees who are reservists. For active duty (AD), a copy of your orders must be presented to your supervisor and your HR Advisor prior to using military leave. For Inactive Duty Training (IDT), you must inform your supervisor prior to IDT and submit a pay document to your supervisor and Payroll upon returning to work.

(U//~~FOUO~~) NSA/CSS civilian employees who are called to active duty for a period of time that isn't covered by paid leave (i.e., annual leave, military leave, etc.) need to contact their HR representative in one of the HR Service Centers to be processed for Military Leave Without Pay.

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## **(U//~~FOUO~~) Field Assignments**

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(U//~~FOUO~~) Field assignments away from NSA/CSS headquarters are available for many employees. Locations include foreign sites, U.S. sites, and local assignments in the Maryland/DC/Northern Virginia area. Besides the adventure of travel and the broadening experience valuable for career progression, employees may also be eligible for special entitlements. These can take the form, depending on location, of post differentials, living quarters allowances, home leave, relocation bonuses, special overseas salary schedules, and the ability to carry over 45 (rather than 30) Annual Leave days to the next leave year. If both spouses work at NSA/CSS, every attempt is made to place both employees at the field site. If this is not possible, because of incompatible skills or lack of vacancies at the time, Spousal Leave Without Pay may be available for the unplaced spouse. Field tours are usually for three years, but may vary according to location.

(U//~~FOUO~~) The Field Service Pin underscores the importance NSA/CSS places on a field assignment and recognizes the dedication of employees serving in the field. Civilian employees who complete a specified tour of duty at a field location can receive this pin. The Field Service Pin may be obtained through Global HR & PCS Service Center.

(U//~~FOUO~~) NSA/CSS is committed to assisting Field Employees with career management and reassimilation planning. The Reassimilation Program provides field employees with succession planning, regular contact with HQS representatives during their tour, and a successful transition upon returning to Headquarters. Reassimilation planning begins prior to the Field assignment and provides opportunities for regular mentor contact. Reassimilation Representatives and Senior Mission Element Leadership work together with employees to provide opportunities prior to return.

(U//~~FOUO~~) The Office of Work/Life Services provides resources and support for PCSing families with special needs members, to make the day-to-day care easier. They help employees locate assistance at the new site and plan for the unique challenges of living in locations without familiar resources.

(U//~~FOUO~~) For more information on site locations, benefits/incentives, Field Service Pins, advertised field vacancies, or the Reassimilation Program, type "go pcs" on the NSA/CSS intranet.

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## (U) Work Schedules

(U//~~FOUO~~) All work schedules are designated by an Alternate Work Schedule (AWS) code that serves to distinguish the features of each schedule type and identify the assigned schedule type in the payroll system. There are nine work schedules:

- The Basic Work Schedule
  - Standard Fixed Work Schedule (AWS 0)
- The Alternate Work Schedules
  - Flexible Work Schedules (AWS 1, 2, 3, 4, & 5)
  - Compressed Work Schedules (AWS 6 & 8)
  - Emergency First 40 Work Schedule (AWS 7)

(U//~~FOUO~~) All full-time and part-time civilian employees, including NSA/CSS General Schedule (GG) and Wage Grade (WG) employees may participate in any of the work schedule programs. Agency seniors may also be assigned to Flexible work schedules (DISES use AWS codes D & E), although with limitations.

(U//~~FOUO~~) Managers/supervisors are responsible for scheduling all days and hours of duty to coincide with mission requirements and job responsibilities. All employees must have a documented work schedule consisting of the assigned AWS code and designated tour of duty.

- A tour of duty means the hours of a day and the days of the week that constitute an employee's regularly scheduled administrative workweek.
- Tours of duty are scheduled at least 1 week in advance of the administrative workweek. Emergency changes to scheduled tours of duty require at least one shift notice.
- The administrative workweek is a period of 7 consecutive calendar days beginning at 0000 hrs on Sunday.
- The regular non-overtime duty hours shall not be scheduled over more than 6 of any 7 consecutive days in the workweek.
- Two administrative workweeks (Sunday to Saturday) make up a biweekly pay period, coinciding with Payroll's biweekly pay period.
- Tours of duty also provide basis of determining holiday entitlements and accruing and granting leave.

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## (U) Work Schedules

(U//~~FOUO~~) The AWS code and tour of duty are collectively referred to as the "work schedule." Employees normally follow the same work schedule every pay period. If the manager is going to change the work schedule, that action must occur prior to the start of the administrative workweek. This notification of a change in hours is important because regularly scheduled hours of duty impact various pay entitlements.

(U//~~FOUO~~) Because NSA/CSS operates 24 hours a day, 7 days a week, employees are scheduled by managers to work a variety of tours of duty to ensure work centers are manned to meet mission requirements.

### (U//~~FOUO~~) Basic Work Schedule

#### (U//~~FOUO~~) Standard Fixed Work Schedule

(U//~~FOUO~~) The standard fixed work schedule (AWS 0) is the only type of work schedule falling under the category of Basic Work Schedule. AWS 0 does not incorporate any flexibilities.

(U//~~FOUO~~) The basic workweek for a full-time employee is 40 hours per week regularly scheduled over not more than 6 of any 7 consecutive days. The majority of full-time Agency employees work a tour of duty comprised of 5 8-hour days in an administrative workweek and 10 8-hour days in a pay period.

(U//~~FOUO~~) The 8-hour duty day incorporates an additional half hour of non-duty time that accommodates a 30-minute meal break. Here are some examples of typical 8-hour duty days:

0700-1530	0830-1700
0715-1545	0845-1715
0730-1600	0900-1730
0745-1615	0915-1745
0800-1630	0930-1800

(U//~~FOUO~~) Part-time employees are scheduled to work between 16 and 32 hours per week. Many part-time employees work a tour of duty comprised of 8-hour days, however, managers may schedule part-time employees for less duty hours on all 5 days of an administrative



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## (U) Work Schedules

workweek. Days in the administrative workweek that are not scheduled as duty days are a scheduled day off.

(U//~~FOUO~~) For more information type "go AWS" on the NSA/CSS intranet.

### (U) Alternative Work Schedules (AWS)

#### (U//~~FOUO~~) Employees Covered by AWS Program

(U//~~FOUO~~) All full-time and part-time civilian employees, including NSA/CSS General Schedule (GG) and Wage Grade (WG) employees participate in the AWS program. Agency seniors may also be assigned to Flexible work schedules, although with limitations.

(U//~~FOUO~~) There are two types of work schedules available in the NSA/CSS's AWS program – Flexible and Compressed schedules. NSA/CSS utilizes five Flexible Work schedules (FWS), two Compressed Work schedules (CWS), and one Emergency Flexible schedule. There are different pay and leave applications associated with Flexible and Compressed work schedules. Employee's may also ask their supervisor, timekeeper, or HRSC representative questions about pay and leave entitlements.

#### (U//~~FOUO~~) The Flexible Work Schedules are:

AWS Code 1	the Flexitour Schedule (least flexible)
AWS Code 2	the Gliding Schedule (the "default" schedule)
AWS Code 3	the Variable Day Schedule
AWS Code 4	the Variable Week Schedule (most flexible within a 10-day pay period)
AWS Code 5	the Maxiflex Schedule (most flexible within a 9-day pay period)

(U//~~FOUO~~) All five Flexible work schedules must meet Basic Work Requirements (BWR), as well as share the following four (4) general features:

- Core Times;
- Flexible Work Hours (with Core Hours);

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## (U) Work Schedules

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- Optional Flex Days (without Core Hours);
- Credit Hours.

(U//~~FOUO~~) Flexible work schedules enable managers to allow great latitude and flexibility in meeting their mission requirements. Managers have discretionary authority to apply more stringent guidance and limitations on how employees may vary their Flexible work schedule hours to meet mission demands. Your supervisor will discuss the AWS Code(s) and work schedule(s) utilized in your work center.

(U//~~FOUO~~) No matter which Flexible work schedule is assigned, the supervisor determines the employee's authorized tour of duty, specifying which days of the week, and hours of the day, that the employee is expected to report for duty, in accordance with the BWR for that AWS Code.

(U//~~FOUO~~) Part-time employees are assigned to a Flexible work schedule, with hours proportional to their work schedule. These hours are their authorized tour of duty. This is particularly important for part-time employees because the authorized tour of duty determines the employee's holiday and leave entitlements. Part-time employees may not change their tour of duty in order to create an entitlement to premium pay. However, they are eligible for compensatory time or overtime pay, as appropriate, if they are required to work in excess of eight hours a day or 40 hours a week.

(U//~~FOUO~~) Once the basic authorized work schedule is established, arrival and departure hours may then be varied within an organization's published hours of duty. However, flexing of duty hours does not entitle employees to any premium or differential pay. Supervisory authorization should be obtained before duty hours are flexed, but supervisors have the discretionary authority to approve flexed duty hours after the fact. Any permanent change to duty days or hours or a change to another AWS Code, must be discussed and approved by supervisors or through the established chain of command processes, and entered into the Defense Civilian Payroll System (DCPS) system using the Work Schedule Change Record (Form P6951).

(U//~~FOUO~~) For more information on the AWS Program, type "go aws" on the NSA/CSS intranet.

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## (U) Work Schedules

### (U//~~FOUO~~) Credit hours

(U//~~FOUO~~) Credit hours are a convenient and useful feature unique to Flexible Work Schedules. They are an extension of the flexible features intended to provide work options for employees to accomplish work requirements.

(U//~~FOUO~~) Credit Hours are:

- Only applicable to Flexible work schedules;
- Hours worked in excess of an employees' assigned Flexible Work (U//~~FOUO~~) Schedule's Basic Work Requirement (BWR);
- Earned for the purpose of varying the length of a workday or a workweek;
- Capped at 24 hours for full-time employees (part-time employees are capped at a maximum of 25% of their authorized biweekly tour of duty);
- Requested at the initiation of the employee, not management directed; and
- Only earned with management approval.

(U//~~FOUO~~) Employees who are assigned to a Flexible work schedule may earn credit hours for self-initiated work only after the BWR has been met. In these instances, the employee should obtain prior supervisory approval for the work. Supervisors have discretionary authority to approve credit hours earned without prior authorization, but approval may not be assumed. Without supervisory approval, there is no entitlement for an employee to earn or use credit hours.

(U//~~FOUO~~) Credit hours may not be earned in lieu of overtime compensation for management directed overtime hours of work. Managers should not suggest employees accept credit hours for overtime work and employees should not volunteer to accept credit hours for performing overtime hours of work.

(U//~~FOUO~~) In addition, credit hours cannot be earned:

- During the 30-minute meal break;
- On an employee's federal holiday;

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## (U) Work Schedules

- In a travel status, regardless of the circumstance; or
- In a training status, regardless of the circumstance.

(U//~~FOUO~~) Because credit hours are only a feature of Flexible work schedules, employees carrying an accrued balance of credit hours will be paid for those hours at their basic hourly rate of pay when they are no longer working in an office that uses Flexible work schedules. No overtime premium is paid for credit hours worked.

(U//~~FOUO~~) For more information regarding credit hours, type "go aws" on the NSA/CSS intranet.

### (U//~~FOUO~~) Compressed Work Schedules

(U//~~FOUO~~) The two Compressed work schedules utilized in the NSA/CSS's AWS Program are:

- AWS Code 6 – normally 12-hour rotating shifts or the 5-4/9 Plan
- AWS Code 8 – normally 10-hour rotating shifts

(U//~~FOUO~~) Compressed work schedules share several common characteristics which are:

- Fixed work schedules – no flexible options;
- May involve rotating shifts;
- No use of credit hours;
- Administrative workweek is met in less than ten workdays;
- Majority vote required to implement in a work center.

(U//~~FOUO~~) For more information on the AWS Program, type "go aws" on the NSA/CSS intranet.

### (U//~~FOUO~~) Emergency First 40 Work Schedule

(U//~~FOUO~~) The Emergency First 40 Work Schedule (AWS 7) is available for limited use and incorporates flexible hours of duty for full-time employees when meeting the following criteria:

- Justified by operational emergency or necessity (memorandum required);
- Requires Directorate/Associate Directorate/Field Chief

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## (U) Work Schedules

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determination that the organization would be seriously handicapped in carrying out its functions;

- It is not practical to prescribe a regular schedule of definite hours of duty for each workday (example: a scientist monitoring an experiment); and
- Remains in effect only during the actual emergency or length of the operational necessity.

(U//~~FOUO~~) In these situations, the first 40 hours of duty performed within a period of not more than 6 of a 7-day administrative workweek, will be considered regular scheduled work for both premium pay and hours of duty purposes. Hours worked beyond the first 40 hours will be considered irregular or unscheduled work.

(U//~~FOUO~~) At the end of the event, employees will be returned to their normal AWS code and tour of duty.

(U//~~FOUO~~) For more information on the AWS 7, type "go aws" on the NSA/CSS intranet.

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## (U) Pay Processes

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### (U//~~FOUO~~) Premium Pay

(U//~~FOUO~~) Premium pay is compensation added to GG and WG employees' basic hourly rate of pay for management-directed:

- Overtime work
- Night work
- Sunday work; and
- Holiday work

(U//~~FOUO~~) Defense Intelligence Senior Executive Service (DISES) and Defense Intelligence Senior Level (DISL) employees are prohibited from earning any form of premium pay (including compensatory time-off).

### (U//~~FOUO~~) Limitations on Amount of Premium Pay

(U//~~FOUO~~) All full-time and part-time exempt employees on all GG schedules are limited by law to the amount of premium pay they may earn. The premium pay limit may be established on a biweekly or annual basis. As a result of the premium pay limitation, employees can only earn a combination of basic pay, locality pay, and premium pay up to the greater of GG-15/10 on their locality pay schedule or Executive Level V.

(U//~~FOUO~~) This limitation does not apply to WG employees, GG schedule non-exempt employees, GG schedule employees on intermittent work schedules, and experts and consultants.

### (U//~~FOUO~~) Overtime and Compensatory Time Eligibility

(U//~~FOUO~~) Employees are eligible for overtime pay/compensatory time based upon the employees:

- Pay type (e.g., Fair Labor Standards Act (FLSA) exempt, nonexempt);
- Authorized work schedule and administrative workweek; and
- Overtime schedule (e.g., regularly scheduled or irregular).

(U//~~FOUO~~) Employees will receive at least his or her hourly rate of basic pay for overtime work.

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## (U) Pay Processes

### (U//~~FOUO~~) Types of Overtime Pay/Compensatory Time

(U//~~FOUO~~) Regularly scheduled overtime work is management directed before the start of the administrative workweek. The administrative workweek starts on 0000 hours Sunday and runs through 2359 hours Saturday.

(U//~~FOUO~~) Irregular (unscheduled) overtime work is management directed after the start of the administrative workweek.

(U//~~FOUO~~) Call-back and call-in overtime is considered irregular overtime. This overtime is management directed work that requires an employee to report to a work site during non-duty hours, such as:

- Prior to the start of a scheduled workday
- After the end of a scheduled workday (and the employee has left the work site)
- On non-duty days
- On holidays\*; and
- On leave days\*

(U//~~FOUO~~) Employees performing Call-back/call-in overtime are entitled to a minimum of 2-hours overtime compensation beginning upon arrival at the work site.

(U//~~FOUO~~) \*NOTE: Employees called-in to work from leave or on a holiday during what constitutes their regular duty hours will be compensated with regular pay or holiday pay, respectively, and their leave usage will be decreased accordingly.

### (U//~~FOUO~~) Night Differential

(U//~~FOUO~~) Work performed between the hours of 6:00 pm – 6:00 am (1800-0600) that is scheduled before the start of the administrative workweek in which it is performed including regularly scheduled overtime work, is entitled to night differential. Irregular overtime is NOT entitled to night differential. Night differential is paid at a rate of 10% of an employee's hourly basic rate of pay. For this computation, locality pay is included in this "basic rate."

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## (U) Pay Processes

### (U//~~FOUO~~) Holiday Pay

(U//~~FOUO~~) All employees required by management to work on a holiday will receive premium pay, except experts and consultants, intermittent employees, and those on standby or whose hours of duty cannot be administratively controlled. Employees will be paid twice the regular rate of pay for all scheduled hours worked on a holiday. Employees may not self-initiate work on a holiday.

### (U//~~FOUO~~) Sunday Pay

(U//~~FOUO~~) Full-time, GG employees are eligible to earn Sunday premium pay for work that has all three of the following characteristics:

- Regularly scheduled;
- Performed during non-overtime hours; and
- Performed during or in conjunction with eligible Sunday hours.

(U//~~FOUO~~) Sunday premium pay is compensated at an employee's basic hourly rate plus 25% per hour for each non-overtime hour of Sunday work.

(U//~~FOUO~~) Part-time and intermittent employees are not entitled to Sunday pay.

### (U//~~FOUO~~) Hazard Pay Differential and Environmental Differential

(U//~~FOUO~~) All GG employees, whether full-time, part-time, or intermittent, will be paid up to 25% of basic compensation for irregular or intermittent duty involving physical hardship or hazard. WG employees are eligible for environmental differential if their position exposes them to hazards, physical hardships, or working conditions of an unusually severe nature that are not adequately alleviated by protective or mechanical devices.

(U//~~FOUO~~) This limitation does not apply to WG employees, GG schedule non-exempt employees, GG schedule employees on intermittent work schedules, experts, and consultants.

### (U//~~FOUO~~) Credit Hours vs. Compensatory Time

(U//~~FOUO~~) Credit hours may not be earned in lieu of overtime

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## (U) Pay Processes

compensation/ compensatory time for management directed overtime hours of work. Managers should not suggest employees accept credit hours for overtime work and employees should not volunteer to accept credit hours for performing overtime hours of work.

### (U//~~FOUO~~) Compensatory Time

(U//~~FOUO~~) Compensatory time (aka "comp time") is a form of overtime compensation. Employees may request comp time in lieu-of-overtime pay for management directed overtime work. However, employees should only request comp time when they intend to use it before it is paid out. Within 26 pay periods from the date earned, the comp time will pay out at overtime rates in effect when the comp time was worked.

For a comprehensive chart on Overtime Compensation Applications, type "go aw's" on the NSA/CSS intranet and select section 6-5.

### (U//~~FOUO~~) Compensation for Time during Official Travel

(U//~~FOUO~~) Employees may be entitled to compensation for qualifying time spent during official travel. Official travel involves local travel, Temporary Duty (TDY) travel, and Permanent Change of Station (PCS) travel within and outside the following defined travel areas:\*

- **Permanent Duty Station (PDS)** – the geographical boundary on which the employee's duty post is located.
- **Official Duty Station Area (ODS)** – the geographical location around the PDS not exceeding a 50-mile radius (as obtained from map legends).
- **Local Commuting Area (LCA)** – The area defined by geographical boundaries in which an employee can travel to, conduct business, and travel home reasonably in one day.

(U//~~FOUO~~) \*Travel areas are based upon the PDS not the location of an employees residence.

(U//~~FOUO~~) Home-To-Work Travel is not compensable time. This includes travel between an employees residence and an alternate duty location within the limits of the PDS and ODS area.

(U//~~FOUO~~) All official travel performed on a regular scheduled duty day during regular scheduled duty hours is compensated with regular pay.

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## (U) Pay Processes

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(U//~~FOUO~~) **Local travel** performed during non-duty days or hours is not entitled to compensation for that travel time. This is considered home-to-work travel to an alternate duty location. Duty time does not begin until arrival at the alternate duty location.

(U//~~FOUO~~) **Official TDY Travel** is documented on a Request and Travel Authorization/Expense Report (RTA). When performed during non-duty days or hours the time spent traveling may be entitled to overtime compensation or Travel Comp depending on:

- Travel extends outside the ODS area;
- Purpose or type of travel;
- Travel scheduled in accordance with Joint Travel Regulations (JTR) and Agency preferences (i.e. day, time, mode, route, etc.)

(U//~~FOUO~~) Official TDY travel time is entitled to overtime compensation (or regular comp time) when that non-duty time meets one of the four criteria of hours of employment entitled to premium pay per the Maritime Decision. These criteria are:

- Performance of work during travel (courier);
- Travel incident to travel (deadhead);
- Travel under arduous conditions (by foot); and
- Travel to an event that cannot be administratively controlled by the government and is not for the sole benefit of the government (private industry training).

(U//~~FOUO~~) When scheduled to perform a TDY, please contact your HRSC for assistance in determining travel time entitlements and scheduling adjustments before performing the travel.

(U//~~FOUO~~) **Permanent Change of Station (PCS) Travel** – Compensation determined by PCS entitlements for the location assignment. A PCS counselor advises employees of their entitlements when selected for a PCS assignment.

(U//~~FOUO~~) For information regarding compensation for the travel, such as per diem and mileage, contact the Corporate Travel Office, type "go travel" on the NSA/CSS intranet.

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## (U) Salary Schedules and Pay Tables

### (U//~~FOUO~~) General Schedule (GS)

(U//~~FOUO~~) The General Schedule (GS) is the federal government's main pay system that sets the pay rates. NSA/CSS's equivalent to GS is the GG schedule or Pay Plan-Table GG-0000. The GG pay system is composed of 15 grades, or salary levels. Each grade includes 10 steps through which employees advance based on satisfactory job performance and length of service. The waiting periods to advance to the next higher step (i.e., qualifying for a "within-grade increase" (WGI) are as follows: 52 calendar weeks (1 year) to be advanced to steps 2, 3, and 4;

- 104 calendar weeks (2 years) to be advanced to steps 5, 6, and 7
- 156 calendar weeks (3 years) to be advanced to steps 8, 9, and 10

### (U//~~FOUO~~) Wage Grade (WG)

(U//~~FOUO~~) Jobs paid on a WG schedule are compensated on an hourly basis, and include craft, trade and custodial occupations. These schedules are closely aligned with the prevailing rates for these trades in the locality.

### (U//~~FOUO~~) Special Salary Schedules

(U//~~FOUO~~) Special salary schedules were established to allow the Agency to pay above the regular GG schedule in order to recruit and retain employees in occupations that are critical to the Agency's mission. Computer Science/Mathematics (GGM) and Engineering (GGE) are examples of the special pay schedules at NSA/CSS. For more information on special schedules, type "go pay" on the NSA/CSS intranet.

### (U//~~FOUO~~) Foreign Language Incentive Pay (FLIP)

(U//~~FOUO~~) Linguists are not on a special pay schedule, but are eligible for Foreign Language Incentive Pay (FLIP) based upon demonstrated proficiency. For more information, type "go flip" on the NSA/CSS intranet.

### (U//~~FOUO~~) Defense Intelligence Senior Executive Service (DISES) and Defense Intelligence Senior Level (DISL)

(U//~~FOUO~~) DISES and DISL have a separate salary schedule and are not included in the GG pay system. For more information, type "go pay" on the NSA/CSS intranet.

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## (U) Pay Increases

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### (U//~~FOUO~~) Annual Increases

(U//~~FOUO~~) For GG employees, law dictates that their annual pay adjustment consists of two parts: (1) a national, across-the-board increase; and (2) a locality-based pay adjustment. The annual across-the-board increase normally is paid in January of each year (along with the locality pay adjustment).

(U//~~FOUO~~) Employees on special salary schedules, which exceed the rate of basic pay (GG plus locality) for their locality pay area, continue to receive the full amount of their special salaries. They will not receive extra pay due to locality pay increases until such time as the basic pay in their area exceeds existing special salary schedules. Employees will always receive the greater of locality pay or any special pay authority covering them.

(U//~~FOUO~~) Additionally, locality pay applies only to GG employees in the contiguous 48 states. It does not apply to employees stationed overseas, in Alaska or Hawaii. Federal employees in these locations receive geographic pay adjustments based on cost-of living measurements.

(U//~~FOUO~~) The law allows, but does not require, the President to extend locality pay to certain categories of employees not on the GG. These include Defense Intelligence Senior Level (DISL) positions, administrative law judges, contract appeals board members, and executive branch positions where the rate of basic pay is capped.

(U//~~FOUO~~) Additional information on pay and pay schedules can be found by typing "go pay" on the NSA/CSS intranet.

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## (U) Legal Holidays

(U) The Agency observes ten federal holidays. New or additional federal holidays can only be established by federal statute or by Executive Order of the President.

Ten Federal Holidays	Dates
New Year's Day	1 January
Martin Luther King, Jr. Day	Third Monday in January
Presidents' Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	4 July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans' Day	11 November
Thanksgiving Day	Fourth Thursday in November
Christmas Day	25 December

(U) For more information regarding federal holidays, type "go holidays" on the NSA/CSS intranet.

### (U//~~FOUO~~) Religious Observance

(U//~~FOUO~~) Religious compensatory time may be granted to the extent that modifications in work schedules do not interfere with the efficient accomplishment of the Agency's mission. An employee must receive supervisory approval to work compensatory time, for the purpose of taking time off for a religious observance without charge to leave.

(U//~~FOUO~~) The employee must formally request approval to earn and take religious compensatory in writing specifying their religion, the specific religious observance, dates involved, and that their religious belief requires that they abstain from work during that observance.

(U//~~FOUO~~) Religious compensatory time can be worked before or after the specified religious observance.

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## (U) Payroll

### (U//~~FOUO~~) Time and Attendance (T&A) Sheets

(U//~~FOUO~~) A Time and Attendance Sheet (T&A Sheet or timesheet) is required for all civilian employees paid by the NSA/CSS Finance and Accounting Office, regardless of their type of appointment or grade. Although each office has an officially appointed time recorder who assures the timesheets are properly completed and entered into Defense Civilian Pay System (DCPS) on time, each employee is responsible for assuring that all information relevant to his/her time and attendance is recorded accurately.

(U//~~FOUO~~) Employees must annotate their timesheet each day. All entries on the timesheet must be in black ink. Erasures, correction fluid or correction tape are not permitted, though mistakes may be crossed out and initialed.

(U//~~FOUO~~) **NOTE:** XMTIMESHEET software used in some offices is not connected to the Agency time keeping system. Although it is a convenient online data entry program, the timesheet still must be submitted to a time recorder each pay period for entry into the official payroll system.

(U//~~FOUO~~) Certifying officials retain all Request for Leave or Approved Absence forms (OPM Form 71). The forms can be destroyed at the end of the applicable pay period if the employee has initialed the timesheet. If the employee does not initial the timesheet, the certifying official must retain the OPM Form 71 for three years for possible audit.

### (U//~~FOUO~~) Leave and Earnings Statement (Paycheck)

(U//~~FOUO~~) There are 26 biweekly Agency pay periods a year. Each pay period begins on Sunday at 0000 hours and ends on the second Saturday at 2359 hours.

(U//~~FOUO~~) Pay is delivered by Electronic Funds Transfer (EFT) directly to the employee's account in a bank or other financial institution of the employee's designation. Employees must authorize this with a "Direct Deposit" form (SF 1199A), available from the HRSC.

(U//~~FOUO~~) Net Salary deposited to account's with Tower Federal

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## (U) Payroll

Credit Union is available no later than close of business on the first Friday following the end of the pay period. Net Salary deposited to an account in another financial institution via EFT is available no later than close of business the second Monday following the end of the pay period.

(U//~~FOUO~~) Leave and Earnings Statements (LES) are delivered to employees via e-mail (those without internal e-mail accounts will receive the LES via internal mail through their organizational elements\*). Employees are responsible for reviewing their LES for accuracy and for maintaining them as personal records. The LES contains the following information, as appropriate:

- Name
- Grade
- Salary
- Health plan code
- Accruals for Annual and Sick Leave
- Compensatory time and credit hours earned
- Use of leave
- Bi-weekly and cumulative deductions for:
  - o Federal and state income taxes
  - o Retirement and/or Social Security (OASDI)
  - o U.S. Savings Bonds
  - o Life and health insurance
    - TSP allocations

(U//~~FOUO~~) \*NOTE: The Leave and Earning Statement (LES) will not be printed and mailed to your duty organization if your suite number is not correct in SEARCHLIGHT. It is each employee's responsibility to keep SEARCHLIGHT information up-to-date.

(U//~~FOUO~~) If you have any questions or problems with your LES, contact your HR Advisor, the Payroll Hotline at 968-8140 (secure), or type "go payroll" on the NSA/CSS intranet.

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## (U) Leave

### (U//~~FOUO~~) Requests for Leave

(U//~~FOUO~~) Each employee is responsible for obtaining prior approval for all absences from the workplace from his or her supervisor. The supervisor will notify employees the method (e-mail, OPM Form 71, etc.) to use to request planned leave. **A request for unplanned Annual Leave or Sick Leave must be made within the first hour of the scheduled workday\***. Failure to notify the supervisor of an absence within the first hour may cause a charge of AWOL (Absence Without Leave) and may be cause for disciplinary action.

(U//~~FOUO~~) **\*NOTE – Emergency leave requests for the NSA/CSS Police must be made at least 2-hours prior to the scheduled reporting time.**

(U//~~FOUO~~) A Request for Leave or Approved Absence Form (OPM Form 71) is required for the following instances:

- Annual Leave in excess of 10 working days.\*
- “Use or Lose” Annual Leave requests – must be submitted prior to the last three pay periods of the leave year.
- Annual or Sick Leave of any duration that is not covered by the employee’s initials on the timesheet. (A message from a remote field site is acceptable instead of OPM Form 71.)
- Sick Leave in excess of 3 workdays.
- Sick Leave for 3 workdays or less if a medical certificate has been requested by the supervisor.
- Annual or Sick Leave for employees who are not located sufficiently near the supervisor to verbally request leave.
- Leave without pay (LWOP) in excess of one workday but not more than 10 workdays.

(U//~~FOUO~~) \* The immediate supervisor may require OPM Form 71 for less than ten days of Annual Leave. When scheduling leave, employees should check with their supervisor to see if an OPM Form 71 needs to be completed.

### (U//~~FOUO~~) Annual Leave

(U//~~FOUO~~) Annual Leave is an authorized absence with pay from a

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## (U) Leave

regularly scheduled tour of duty. It may be used for vacations, personal, or emergency purposes. Annual Leave can be taken in 15-minute increments and must have supervisory approval.

(U//~~FOUO~~) Annual leave accrual rates are based on years of creditable federal and military service.

(U//~~FOUO~~) **Full-time employees** (except for those on intermittent status) accrue at the following rates:

Years of service	Hours per pay period	Days per year
Less than 3	4	13
3 but less than 15	6	20
15 or more	8	26

(U//~~FOUO~~) **Part-time employees** leave accrual will be pro-rated based on the number of base pay hours the employee works during the standard pay period. It is accrued at the following rates:

Years of service	Hours per pay period
Less than 3	1 hour for each 20 hours worked in a base pay status
3 but less than 15	1 hour for each 13 hours worked in a base pay status
15 or more	1 hour for each 10 hours worked in a base pay status

### (U//~~FOUO~~) Maximum Accrual and "Use or Lose"

(U//~~FOUO~~) In most cases, up to 30 days (240 hours) of Annual Leave may be accrued and carried over to the next leave year. However, employees serving at an overseas location may accrue and carry over 45 days (360 hours) of Annual Leave to the next leave year. All Annual Leave earned thereafter is "Use or Lose" Leave and must be used prior to the end of the current leave year or it is forfeited. The leave year differs from a calendar year in that it does not begin until the first full pay period in the new year and carries over to the end of the pay period in which 31 December falls.

(U//~~FOUO~~) **Prior non-federal work experience, and honorable, active-duty uniformed service that would**

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## (U) Leave

**otherwise not be creditable, to determine the Annual Leave accrual rate of a newly-appointed or reappointed employees.**

(U//~~FOUO~~) Employees hired on or after 28 April 2005 may also be eligible to receive credit for leave purposes for non-Federal work experience and Honorable, Active Duty Uniformed Service (that would not otherwise be creditable). For such service to be creditable for leave accrual purposes, it must be directly related to the Agency position for which the individual was hired. For the eligibility requirements and information about this provision, please view the policy on the HR policy website located off of the HR website (go HR).

### (U//~~FOUO~~) Sick Leave

(U//~~FOUO~~) Full-time employees accrue four hours of Sick Leave each pay period, regardless of their length of service. Part-time employees accrue one hour of Sick Leave for each 20 hours worked, regardless of their length of service. There is no limit on the amount of Sick Leave that may be accrued.

(U//~~FOUO~~) Sick leave can be taken in 15-minute increments and must have supervisory approval.

(U//~~FOUO~~) Sick Leave can be used for the following reasons:

- Personal illness.
- Medical, optical and dental appointments.
- General care of family member who is ill or for his/her doctor's appointments.
- Bereavement purposes (i.e., making arrangements necessitated by death of a family member or to attend a funeral of a family member).
- Care of family member with a serious health conditions; or
- Adoption of a child.

### (U//~~FOUO~~) Military Leave for Civilian Reservists

(U//~~FOUO~~) Military Leave is available for civilian employees serving as a Reservist of the Armed Forces or a member of the National Guard during periods of active duty and inactive duty training. Military Leave

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## (U) Leave

is an absence from duty without loss of pay, service time, or performance rating. Reservists called to active duty for an extended period of time may be also placed on Military Leave Without Pay.

### (U//~~FOUO~~) Court Leave

(U//~~FOUO~~) Court Leave is an authorized absence without charge to leave or loss of compensation to employees called by a federal, state, or municipal court as a juror or as a witness in a case where a government entity is a party. The employee must present the summons or subpoena before the leave is granted by the supervisor and a certificate of attendance afterward. A copy of the summons and certificate of attendance must be sent to Payroll with the timesheet. Court Leave is NOT authorized in civil cases for the employee to serve as a plaintiff/defendant/witness or to accompany a minor for cases involving private/personal actions, such as divorce cases, civil trials, juvenile, etc.

### (U//~~FOUO~~) Administrative Leave

(U//~~FOUO~~) Administrative Leave (Admin Leave) is an absence from duty without loss of pay and without charge to leave and is approved by appropriate authority as specified in HR Policy. Admin Leave is limited to activities that satisfy one or more of the following criteria:

- Directly related to Agency's mission;
- Officially sponsored or sanctioned by head of Agency;
- Absence will clearly enhance professional development of skills of employee in current position; and
- Absence is brief and is determined to be in the interest of the Agency.

### (U//~~FOUO~~) New Hire Administrative Leave

(U//~~FOUO~~) New Hires may be eligible for administrative leave to conduct personal business related to a move, register an automobile, take a driver's test, accept household goods etc. New hires that relocate can use this leave to accept household goods up to two years from their EOD (enter on duty) date. This leave must be pre-approved by the EOD Program Manager and the immediate supervisor. New Hires released early from the orientation class will be granted administrative leave by the Course Administrator.

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## (U) Leave

### (U//~~FOUO~~) Leave Without Pay (LWOP)

(U//~~FOUO~~) Leave Without Pay (LWOP) is an approved temporary absence from duty in a non-pay status that may be granted upon the employee's request and, in most cases, is a result of a lack of sufficient leave to cover all or a portion of the requested period of absence. Authorization of LWOP is a matter of administrative discretion. A supervisor may approve up to 10 days (80 hours) per year for a full-time employee; this is prorated for a part-time employee to the number of hours in his/her regular scheduled bi-weekly tour of duty. The Human Resource Service Center Chief (with the recommendation of a manager at the Office Level or higher in the employee's organization) may approve up to 1 year; and the ADHR may approve in excess of 1 year. Employees considering LWOP, should discuss it with their HRSC to clarify the effect it will have on benefits.

### (U//~~FOUO~~) Family Medical Leave (FML)

(U//~~FOUO~~) Family Medical Leave (FML) allows eligible employees up to 12 administrative workweeks of Leave Without Pay (LWOP) during any 12 month period. Employees can substitute paid leave for FML according to applicable laws. FML leave may be charged only on days on which the employee is scheduled to be in a duty status. An employee can take only the amount of FML that is necessary to manage the circumstance that prompted the need for leave. FML may be used for the following reasons:

- Birth of a child and to care for a newborn (within 1 year after birth)
- When a child is placed with the employee for adoption or foster care (within 1 year after placement)
- To care for a spouse, son, daughter, or parent with a serious health condition or
- To accommodate a serious health condition of an employee that makes the employee unable to perform assigned duties

### (U//~~FOUO~~) Leave for Maternity Purposes

(U//~~FOUO~~) There is no separate Maternity Leave. Sick Leave, in

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combination with Annual Leave and Leave Without Pay under the Family Medical Leave (FML), may be used to cover the period of physical incapacitation, recuperation, and adjustment connected with a pregnancy. Subject to certain conditions, advanced Sick and Annual Leave may also be approved.

### (U//~~FOUO~~) Preventive Health Examinations

(U//~~FOUO~~) In order to promote a healthy workforce, federal law allows supervisors to approve up to 4 hours of Administrative Leave to employees with a Sick Leave balance of less than 80 hours for the purpose of obtaining preventive health screenings/examinations. This leave must be requested in advance and supported by documentation from the health care provider before the supervisor can approve the administrative leave. Examples include screenings for cancer, cholesterol, osteoporosis, etc.

(U//~~FOUO~~) For more information on the leave programs type "go leave" on the NSA/CSS intranet.

### (U//~~FOUO~~) Temporary Medical Leave Assistance Program

(U//~~FOUO~~) The Temporary Medical Leave Assistance Program is designed to provide employees with paid Annual Leave when his/her absence is due to a personal or family medical emergency or condition, and the absence causes financial/economic consequences because of the unavailability of paid leave.

(U//~~FOUO~~) There are two separate programs operating independently:

(U//~~FOUO~~) The Leave Bank Program is for Leave Bank members only.

(U//~~FOUO~~) The Leave Transfer Program is for Agency employees who are not members of the Leave Bank or have already exhausted their Leave Bank hours and are still in need of leave.

(U//~~FOUO~~) To qualify for assistance through these programs, a full-time or part-time employee must incur, or expect to incur, at least 24 hours of LWOP for a documented personal or family medical emergency/condition. Intermittent employees and those employees on temporary or

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term appointments may not participate in either program.

(U//~~FOUO~~) To meet the 24 hours LWOP requirement, the employee must first exhaust all available personal leave to include annual, sick, compensatory time before approved shared leave is applied for a personal medical emergency/condition. If an employee has Travel Comp or Time-Off Award that is due to expire during the requested period of absence the employee must exhaust that time as well. In the case of a family medical emergency/condition, the authorized amount of Sick Leave (up to 480 hours per leave year) must be exhausted before approved leave is applied.

(U//~~FOUO~~) The applicant must provide supporting medical documentation from the attending physician certifying the need for the medical absence. A copy of the patient's medical record on the condition may be requested along with the application.

(U//~~FOUO~~) Leave Bank open season is normally held during the month of November each year for new enrollments. Bank membership requires an annual "fee" of 4, 6, or 8 hours of leave (determined by years of service) which is automatically deducted during the first full pay period of every new leave year. New employees have up to 60 days from date of employment to apply. Terminations may be requested anytime.

(U//~~FOUO~~) For more information on the Temporary Medical Leave Assistance Program, type "go leave-sharing" on the NSA/CSS intranet.

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## (U) Benefits

### (U) Federal Employees' Health Benefits Program (FEHB)

(U//~~FOUO~~) NSA/CSS employees may be eligible to enroll in one of several health plans offered to federal employees. Enrollment in a health plan is voluntary and is paid for by a combination of contributions from the employee, through biweekly payroll deductions, and from the federal government. The biweekly share of the premium depends upon the plan selected. The government pays approximately 72% of the total premium. For more information on all Federal Health Plans, reference the Guide to Federal Employee Health Plans (R1 70-1) at [www.opm.gov/insure/health](http://www.opm.gov/insure/health) on the external internet or on the internal web at "go health benefits".

### (U//~~FOUO~~) Fee-for-Service Plans

(U//~~FOUO~~) These plans reimburse the employee or the health care provider for the cost of covered services. Employees may choose their own physician, hospital, and other health care providers. Most Fee-for-Service plans have preferred provider (PPO) arrangements. Employees who receive services from a PPO usually have lower out-of-pocket expenses (i.e., a smaller co-payment and/or a reduced or waived deductible). All Fee-for-Service plans require pre-certification of inpatient admissions and preauthorization of certain procedures.

(U//~~FOUO~~) Fee-for-Service Plans include: Several Nationwide Plans open to all Federal employees. The Association Benefit Plan, Foreign Service and SAMBA health plans are also open to NSA/CSS employees. Plans sponsored by unions and employee organizations. Some of these plans are open to all federal employees who hold full or associate memberships in the organizations that sponsor the plans; others are restricted to employees in certain occupational groups and/or agencies. Generally, the employee organization requires a membership fee or dues paid directly to the employee organization, in addition to the premium. This fee is set by the employee organization and is not negotiated with the Office of Personnel Management (OPM).

### (U//~~FOUO~~) Health Maintenance Organizations (HMOs)

(U//~~FOUO~~) HMOs provide or arrange for comprehensive health care services on a prepaid basis through designated plan physicians, hospitals, and other providers in particular locations. Each HMO sets a geographic

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area for which health care services will be available, called its service area. This area is described in the plan's brochure. Employees may join a particular HMO if they live within its service area. Some plans also accept enrollments from employees who work in the area even though they live elsewhere. Employees who have questions about whether they live or work within a HMO's service area, should contact the plan before enrolling. Generally, employees must choose a primary care physician (PCP) and have all care coordinated through that physician. The physician is responsible for obtaining any pre-certification required for in-patient admissions or other procedures.

### (U//~~FOUO~~) General Information

(U//~~FOUO~~) Employees may choose either a "Self Only" plan or a "Self and Family" plan. Family members eligible for coverage under "Self and Family" enrollment are a spouse (including a valid common law marriage) and unmarried dependent children under age 22, including legally adopted children and recognized natural (born out of wedlock) children who meet certain dependency requirements. Stepchildren and foster children are included if they live with the employee in a regular parent-child relationship. An unmarried dependent child age 22 or over who is incapable of self-support because of a mental or physical disability that existed before age 22, may also be included in family coverage. A grandchild is not an eligible family member, unless the child qualifies as a foster child. In determining whether the child is a covered family member, the Health Benefits Office will look at the child's relationship to the employee as the enrollee.

(U//~~FOUO~~) Employees have 60 days from the day they enter on duty to enroll in a health plan. If employees do not enroll within 60 days, they must wait for an open season to occur or a "qualifying life event" before they are again eligible to enroll. Examples of such "events" are marriage, birth, adoption, divorce or transfer to an overseas position. Open season is held annually and is usually in the November/December timeframe with the insurance premiums generally effective the first full pay period in January.

(U//~~FOUO~~) Once enrolled, employees are automatically covered under Premium Conversion. Premium Conversion uses federal tax rules



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to let employees deduct their share of health insurance premiums from their taxable income, thereby reducing their taxes. Under premium conversion rules, employees may not "Cancel" health benefits coverage or change from family coverage to "Self Only" coverage unless premium conversion is waived or there is a qualifying life event. Employees should keep in mind that they must be covered under a federal health plan for the 5 consecutive years immediately preceding retirement in order to continue health insurance coverage in retirement.

(U//~~FOUO~~) Name changes must be documented on form SF 2810 "Notice of Change in Health Benefits Enrollment" and submitted to the Health Benefits Office.

(U//~~FOUO~~) Address changes should be reported to the customer service department for the individual plan.

(U//~~FOUO~~) Individual plan brochures describing the coverage for each Fee-for-Service plan and the Maryland HMOs are available in the Health Benefits Office, SAB 1, Room S1CN03, Suite 6613, (410) 854-6188 (ns). For current information regarding health benefits, type "go health benefits" on the NSA/CSS intranet.

### (U//~~FOUO~~) Flexible Spending Account (FSA) Program

(U//~~FOUO~~) The OPM has contracted with SHPS, Inc. to administer the newest federal benefit, Flexible Spending Accounts (FSA). FSA is an employee benefit that allows money to be set aside, on a pretax basis, for certain kinds of common expenses. With an FSA, employees can reduce their taxes while paying for services they would have to pay for anyway. The Federal FSA Program offers two different programs:

#### (U//~~FOUO~~) The Health Care Flexible Spending Account (HCFSA)

(U//~~FOUO~~) The HCFSA is for health care expenses not paid by FEHB or any other insurance for the employee, their spouse and anyone they claim as a dependent on their federal income tax return. The maximum amount an employee may set aside in any tax year is \$5000 and the minimum amount is \$250.

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### (U//~~FOUO~~) The Dependent Care Flexible Spending Account (DCFSA)

(U//~~FOUO~~) The DCFSA is for dependent care expenses that allow employees (and their spouse, if married) to work or look for work, or that allows your spouse to attend school full-time. The maximum amount an employee may set aside in any tax year is \$5,000 (\$2,500 if the employee is married and filing a separate income tax return) and the minimum amount is \$250.

(U//~~FOUO~~) An open season will be held each year that coincides with the FEHB Open Season. During that time, employees will have the opportunity to elect HCFSA and/or DCFSA for the plan year which begins 1 January the following year. An election must be made each year during the open season to participate in the FSA for the next year. This is very different from other benefit elections (FEHB, premium conversion, Long Term Care and FEGLI).

(U//~~FOUO~~) For more information regarding FSA, type "go health benefits" on the NSA/CSS intranet.

### (U//~~FOUO~~) Federal Employees' Group Life Insurance (FEGLI)

(U//~~FOUO~~) NSA/CSS employees (excluding those on a temporary or intermittent appointment), are eligible for life insurance coverage under FEGLI from the enter on duty (EOD) date. The Basic Life coverage under FEGLI is equal to the actual rate of the employee's annual basic pay (rounded to the next \$1,000) plus \$2,000. Employees under age 45 are entitled to an extra benefit at no additional cost. This extra benefit doubles the amount of life insurance payable for those age 35 or younger. Beginning on the employee's 36th birthday, the extra benefit decreases 10% each year until, at age 45, the extra benefit is phased out. Accidental Death and Dismemberment coverage is also included under Basic Life at no additional cost. The employee pays two-thirds of the cost of Basic Life coverage and the government pays one-third.

(U//~~FOUO~~) To decline life insurance coverage, employees must fill out a Life Insurance Election Form (SF 2817) and return the completed form to the HRSC; otherwise coverage is automatic. Employees should contact their HRSC to file a "Designation of Beneficiary" form. This form allows employees to indicate specifically how benefits are to be

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distributed. If no "Designation of Beneficiary" form is on file, then the normal order of precedence will be followed, as outlined in the FEGLI brochure.

(U//~~FOUO~~) Employees who enroll in Basic Life coverage, may elect additional coverage by any or all of the following:

Option A	Standard \$10,000 of additional insurance coverage which also includes Accidental Death and Dismemberment coverage
Option B	Additional insurance coverage equal to 1, 2, 3, 4, or 5 times the employee's annual basic pay, after basic pay is rounded to the next highest \$1,000
Option C	Family life insurance for a spouse and eligible dependent children. Employees may elect either 1, 2, 3, 4, or 5 multiples of coverage. Each multiple is equal to \$5,000 for a spouse and \$2,500 for each eligible dependent child. The employee pays all premiums for any optional coverage.

(U//~~FOUO~~) Be aware that FEGLI coverage and premiums are based primarily on employee's salary and age. When salary increases, coverage will increase and so will the cost of the premiums. Also, with regard to the optional insurance, premiums will change as employees move into a new age category.

(U//~~FOUO~~) Employees who do not take (waive) Basic Life under FEGLI at the time of employment, may participate after 1 year has passed since the waiver by providing evidence of insurability. Contact your HRSC for further details.

### (U//~~FOUO~~) IC-wide Private Insurance Plans

The Office of the Director of National Intelligence (ODNI) has announced the availability of IC-wide benefit programs to employees of the Intelligence Community. These insurance products are not federal products and ODNI/NSA does not endorse them. Information about these plans can be found on the external web: Compass Rose ([www.compassrosebenefits.com](http://www.compassrosebenefits.com)) and GEBA ([www.geba.com](http://www.geba.com)).

(U//~~FOUO~~) For more information regarding life insurance, type "go benefits" on the NSA/CSS intranet.

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## (U) Retirement

(U//~~FOUO~~) Eligible employees at NSA fall under three different retirement plans, depending upon when they were hired, their hiring status, and whether they had previous federal civilian service. All plans offer generous benefits and unique advantages.

### (U//~~FOUO~~) Federal Employees' Retirement System (FERS)

(U//~~FOUO~~) The Federal Employees' Retirement System (FERS) covers all new federal employees hired after 31 December 1983. This plan also covers former federal employees who had less than 5 years of previous service and who had been out of government employment for more than 1 year, and federal employees who were active under the Civil Service Retirement System (CSRS) but made an irrevocable decision to transfer to the new plan.

#### (U//~~FOUO~~) FERS is a three-tiered plan:

(U//~~FOUO~~) The first tier is Social Security (OASDI) benefits identical to private industry. The employee pays a percentage of salary, set by law. The Agency, as the employer, contributes the same percentage. In addition, the employee and the Agency pay into the Medicare Insurance part of Social Security.

(U//~~FOUO~~) The second tier is a Basic Benefit Plan, wherein the employee contributes the difference between 7% of salary and the amount he or she contributes toward OASDI benefits. In addition to the employee contribution, the Agency also contributes to the Basic Benefit Plan on behalf of the employee.

(U//~~FOUO~~) The third tier is the tax-deferred Thrift Savings Plan (TSP). The employee may save up to the IRS Elective Deferral limit set for each tax year. Also, employees over age 50, who are contributing at the maximum limit, may contribute an additional amount set each tax year. Once employees meet an eligibility waiting period, the Agency contributes an amount equal to 1% of the employee's salary to the Thrift Savings Plan automatically, regardless of whether the employee elects to contribute, and matches portions of the employee contribution up to 5% of pay.

(U//~~FOUO~~) To enroll in the TSP, visit the Employee Benefits Information System (EBIS) at "go benefits" on the NSA/CSS intranet.

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## (U) Retirement

Initial contributions will be invested in the G Fund. Once TSP has received an employee's first contribution, a TSP Personal Identification Number (PIN) will be mailed to the home address. The PIN will be used to make future investment fund changes directly with TSP. Changes in contribution amounts are done on the internal web using the EBIS system; changes to investment funds are made directly with TSP on the external Internet at [www.tsp.gov](http://www.tsp.gov).

### (U//~~FOUO~~) Civil Service Retirement System (CSRS)

(U//~~FOUO~~) CSRS was the only retirement plan for federal employees prior to 1 January 1987 and generally covers those hired before 1 January 1984. The employee pays 7% of salary into the system and the Agency pays an amount set by law, currently a matching 7%. In addition, the employee and the Agency pay into the Medicare Insurance part of OASDI. (This does not entitle the employee to any OASDI annuity benefits.). Since the new FERS law became effective, CSRS-covered employees are also eligible to make contributions to the tax deferred TSP up to the IRS Elective Deferral limit set for each tax year (2007 - \$15,500), with no matching Agency contribution. Also, employees over age 50, who are contributing at the maximum limit, may contribute an additional amount set each tax year (2007 - extra \$5,000).

### (U//~~FOUO~~) CSRS Offset

(U//~~FOUO~~) A few CSRS employees are covered by CSRS and OASDI at the same time. In general, they have 5 or more years of civilian service and were rehired after 1 year or more break in federal service. Their CSRS salary deduction is the difference between the full CSRS deduction and the OASDI tax. These employees are called CSRS offset employees and their CSRS contributions are offset by the amount of OASDI taxes they pay. CSRS offset employees are eligible for a CSRS annuity just as if they were covered by CSRS alone; however, their CSRS benefit is reduced at age 62 when the retiree becomes eligible for OASDI. The reduction in the CSRS annuity is designed to ensure that the employee receives benefits from both CSRS and OASDI that are at least equal to those they would have received had they been covered under CSRS only. The CSRS annuity will not be reduced by any portion of the OASDI

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## **(U) Retirement**

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benefit that is based on service other than CSRS Offset employment. The annuity is reduced to "offset" that part of the OASDI benefits that reflects years of federal service subject to the offset plan.

(U//~~FOUO~~) Note: Temporary employees are not covered by CSRS or FERS. They are covered only by OASDI. They make the legally required contribution of a set percentage of salary, which the Agency matches as the employer.

(U//~~FOUO~~) CSRS and FERS are very complicated as to retirement eligibility; methods of calculating annuity amounts; payment for early retirement, disability, spousal annuities, and death benefits; payment in the event of resignation before retirement; and other matters. To review benefits, check out the Employee Benefit Information Service (EBIS) by typing "go benefits" on the NSA/CSS intranet. The HR Advisors located in the HRSCs are also trained to help.

### **(U//~~FOUO~~) Thrift Savings Plan (TSP)**

(U//~~FOUO~~) TSP funds may be withdrawn in monthly payments, an annuity or in a lump sum payment upon retirement, regardless of age. TSP also offers a loan program where TSP participants can borrow against their TSP savings for any general purpose with a 1-5 year pay back schedule. There is also a residential loan, which has a pay back schedule of 1 – 15 years for participants purchasing a new primary residence.



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## (U) Awards

(U//~~FOUO~~) NSA/CSS has an Incentive Awards Program designed to improve Agency operations, motivate employees, and reward those whose job performance is substantially above normal requirements. Most are Agency-wide and take the form of financial remuneration, though some are honorary in nature and/or limited to specific skills, grades or achievements.

### (U//~~FOUO~~) Honorary Awards

(U//~~FOUO~~) These awards have been established by Congress, the DoD, or the Director, NSA/Chief, CSS to highlight special achievements or programs. There are many types of honorary awards.

#### (U//~~FOUO~~) Exceptional Civilian Service Award/Meritorious Civilian Service Award

(U//~~FOUO~~) The Exceptional Civilian Service Award is the highest NSA/CSS honorary award and the Meritorious Civilian Service Award is the second highest award that can be conferred upon an NSA/CSS civilian employee. These awards will be given to persons who have distinguished themselves through preeminent individual achievements of major significance to the Agency, the DoD, or the U.S. Government.

#### (U//~~FOUO~~) Director's Individual Leadership Award and Director's Team Excellence Award

(U//~~FOUO~~) These honorary awards are given annually to Agency personnel who have made exceptional contributions to NSA/CSS through outstanding leadership and teamwork. They are established to recognize and promote individual and team excellence at all levels, and to encourage and foster the pursuit of excellence throughout the Agency.

### (U//~~FOUO~~) Monetary Awards

#### (U//~~FOUO~~) Quality Step Increase (QSI)

(U//~~FOUO~~) Quality Step Increase (QSI) is a faster than normal within-grade increase used to reward employees who display high quality performance. The granting of a QSI is not based on a single achievement, but sustained high quality performance over at least a six-month period and may be given when performance is expected to continue at the same level in the future.

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## (U) Awards

### (U//~~FOUO~~) Invention Award

(U//~~FOUO~~) An Invention Award may be used to reward employees who develop a new and useful process, device, method (i.e., a series of steps including computer software), chemical formula, machine, manufacture or composition of matter, or any new and useful improvement that may be patentable under the patent laws of the United States.

### (U//~~FOUO~~) Special Achievement Award (SAA)

(U//~~FOUO~~) The SAA is a monetary award that may be given to employees, either as individuals or as a group, for a one-time, non-recurring achievement. Dollar amounts for these awards vary according to accomplishment. This award may be given throughout the year.

### (U//~~FOUO~~) Spot Cash Award

(U//~~FOUO~~) The Spot Cash Award is an award presented spontaneously to an employee in recognition of an achievement. The intent of the award is to quickly, easily, and informally recognize employee achievements throughout the year. Dollar amounts for Spot Cash Awards are typically smaller than those of Special Achievement Awards. This award may be given throughout the year.

### (U//~~FOUO~~) Annual Performance Bonus (APB)

(U//~~FOUO~~) The Annual Performance Bonus (APB) is an annual monetary award that may be granted to eligible employees who demonstrate performance and contributions during the year that greatly benefit the Agency. Managers have the flexibility to determine an appropriate award amount based upon an employee's performance. To be eligible for APB, employees must have received a final performance appraisal within the last 12 months. This award is available only once a year, typically in late spring.

### (U//~~FOUO~~) Non-Monetary Awards

(U//~~FOUO~~) These awards are used as motivational tools that managers can apply quickly, easily, and informally to recognize and reinforce achievement. Types of non-monetary awards are:

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## (U) Awards

### (U//~~FOUO~~) Time Off Awards (Spot/Planned)

(U//~~FOUO~~) A Time Off Award is an excused, paid absence from work that does not require the employee to use any personal leave. It serves as a motivational tool that managers can use to quickly and easily recognize superior accomplishments of individuals and teams and reinforce achievement.

(U//~~FOUO~~) The Spot Time Off Award allows a manager to grant up to 1 day off and is presented spontaneously, with the administration process following after the fact. The employee may use the time off immediately, with supervisory approval.

(U//~~FOUO~~) The Planned Time Off Award allows a manager to grant up to 1 week off, and is presented to the employee after the paperwork has been processed. The employee may use the time off, with supervisory approval, once the award appears on the employee's Leave & Earnings Statement.

### (U//~~FOUO~~) Manager's Team Award

(U//~~FOUO~~) A Manager's Team Award is a means for supervisors to reward a team of three or more employees with food (catered meals, pizza, etc.) for an outstanding accomplishment.

### (U//~~FOUO~~) Star Awards

(U//~~FOUO~~) A Star Award takes the form of a merchandise voucher that is redeemable at Civilian Welfare Fund (CWF) centers. This award is designed to give immediate recognition and requires little documentation. This award may be given for individual or team accomplishments and may be combined with other types of awards. Managers redeem the Star Award vouchers to purchase NSA logo items and movie tickets in advance to have them on-hand to award employees.

### (U//~~FOUO~~) Additional Information

(U//~~FOUO~~) For more information, visit the Rewards and Recognition web page by typing "go hrsawards" on the NSA/CSS intranet.

### (U//~~FOUO~~) Career Service Recognition Awards

(U//~~FOUO~~) Federal Service Pins – Federal Civilian service pins are

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## (U) Awards

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available for individuals reaching their 10, 20, 30, 35, 40, 45, and 50 year milestones. The Separations and Benefits Office (963-4472s or 410-854-6188) administers this program.

### (U//~~FOUO~~) Separation Recognition

(U//~~FOUO~~) Resignation – Employees who resign from the Agency with 5 years of NSA/CSS civilian service will receive a folded American Flag.

(U//~~FOUO~~) Retirement – Each retiree (optional, early-out, or approved disability), regardless of years of NSA/CSS civilian service, will receive:

- a retirement certificate
- a retirement lapel pin; and
- an American flag that was flown over the Agency

(U//~~FOUO~~) Retirees with five or more years of NSA/CSS civilian service will also receive a flag display case.

### (U//~~FOUO~~) Death In Service

(U//~~FOUO~~) The surviving family will receive an American flag that was flown over the Agency. (If the employee was eligible for an immediate annuity at the time of death, a flag display case will also be presented to the surviving family.)

(U//~~FOUO~~) For more information, type “go retirement” on the NSA/CSS intranet and click on Career Service Recognition.

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## (U) Career Development

### (U//~~FOUO~~) Career Development Center

(U//~~FOUO~~) A one-stop source for all the tools and tips needed to build an NSA/CSS career and keep it on track!

(U//~~FOUO~~) Visit the online Career Development Center (sponsored and maintained by the Center for Leadership and Professional Development) by typing "go career development" on the NSA/CSS intranet.

(U//~~FOUO~~) Find information about the following topics and more:

- New Personnel Information
- Skill Communities
- Career Fitness/Career Management Process
- Developmental Programs such as:
  - Intern Programs
  - System and Network Interdisciplinary Program (SNIP)
  - Cross Training
  - Resident Signals Engineer (RSE)
- Leadership Development Programs such as:
  - DCI Exceptional Intelligence Analysis Program
  - Defense Leadership and Management Program (DLAMP)
- Academic Opportunities such as:
  - Internal/External Training
  - National War College
  - After-Hours College Program
- NSA/CSS Professional Organizations
- Mentoring
- Individual Development Plan (IDP)
- Self-Marketing Efforts

### (U//~~FOUO~~) Internal Training

(U//~~FOUO~~) To ensure that NSA/CSS employees are at state-of-the-art competency in their career fields and to facilitate personal career growth, the NSA/CSS operates its own training facility, known as the National Cryptologic School (NCS), which offers many opportunities for additional training and education.

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UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~**(U) Career Development****(U//~~FOUO~~) Independent Learning Services**

(U//~~FOUO~~) The NCS offers formal classroom, self-paced and correspondence courses in a wide variety of technical, administrative and managerial areas. Self-paced courses, Computer Based Training (CBT), and Correspondence Courses are available at the Learning Centers.

Independent Learning Centers (ILS)			
	Learning Centers		Correspondence
Location	OPS 2B 2B3066A Suite 6213	FANX 2 A1339 Suite 6807	FANX 2 A1339 Suite 6804
Phones	963-5234(s) (301) 688-7922	968-7248 (s) (410) 854-6267	968-7248 (s) (410) 854-6267 (DSN) 244-6267
Fax	(301) 688-4310	(410) 854-4531	(410) 854-4531
ILS Hours of Operation			
Monday	0600 — 1600	0700 — 1500	0630 — 1430
Tuesday			
Wednesday			
Thursday			
Friday			
Sat/Sun	—	—	—

**(U//~~FOUO~~) External Training**

(U//~~FOUO~~) The NCS arranges for employees to attend another government agency, university or private-sector courses and seminars as appropriate and required for official performance of duties. Employees or supervisors may request such training. Type "go adet" on the NSA/CSS intranet for instructions for applying for commercial courses.

**(U//~~FOUO~~) College Training Programs**

(U//~~FOUO~~) Financial assistance (100% tuition and required lab

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## (U) Career Development

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fees only) and, when applicable for the program, time-off from duty are available for several college programs administered by the NCS. Sponsored courses must be mission related and not duplicative of courses conducted within the NCS. Among these are the Advanced Studies Program, After-Hours Program, NSA/CSS Undergraduate Scholarship/Graduate Fellowship Program and the Skills Enhancement Recruitment Incentive Program (SERIP).

### (U//~~FOUO~~) Adjunct Faculty

(U//~~FOUO~~) The NCS does not have enough personnel to satisfy all training requirements. The Adjunct Faculty is a program for employees to teach courses for the NCS in their area of expertise. For more information, or to apply to be an Adjunct Faculty member, type "go adjunct faculty" on the NSA/CSS intranet.

(U//~~FOUO~~) For additional information on Education and Training, type "go adet" on the NSA/CSS intranet.

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## (U) Personal Conduct

(U//~~FOUO~~) Federal employees, and especially employees of the NSA/CSS, are responsible for ensuring that their behavior meets the personnel, security, and ethics standards for the Agency.

(U//~~FOUO~~) Every employee is expected to:

- Uphold the public trust by placing the Constitution, the laws and ethical principles above private gain;
- Avoid holding financial interests that conflict with the conscientious performance of duty;
- Safeguard classified, sensitive, and non-public information against improper use and abstain from using such information in financial transactions;
- Abstain from asking for or receiving gifts from persons who might benefit from your subsequent actions unless a regulatory exception applies;
- Give thorough, efficient, and industrious service in the performance of assigned duties including presenting oneself for duty in a condition to perform work effectively; exercising courtesy and respect in dealings with fellow workers and the public; and exercising reasonable care in carrying out one's assigned duties;
- Avoid knowingly making any unauthorized commitments or promises that bind the government;
- Act impartially and not give preferential treatment to any private organization or individual; and
- Conserve, protect, and properly use federal funds, property, equipment, and materials.

(U//~~FOUO~~) For more information regarding personal conduct, type "go hr-policy" on the NSA/CSS intranet. See Chapter 366 under the Civilian PMM chapters.

### (U//~~FOUO~~) Ethics and Fiscal Law Group

(U//~~FOUO~~) The Ethics and Fiscal Law group within the Office of General Counsel is responsible for counseling Agency employees in their official capacities regarding conflicts of interest, financial disclosure,

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## (U) Personal Conduct

outside employment and post-government employment, acceptance of gifts and travel benefits, misuse of government resources, limitations on endorsement and preferential treatment, interactions with private entities, restrictions on political activities, and the laws related to expenditures of appropriations.

(U//~~FOUO~~) For more information regarding ethics rules and restrictions, type "go ethics" on the NSA/CSS intranet or call 963-6786/301-688-2752.

### (U//~~FOUO~~) Office of General Counsel

(U//~~FOUO~~) The NSA/CSS Office of General Counsel (OGC) is responsible for providing legal services to all of the Agency's elements. OGC attorneys protect NSA/CSS interests in litigation involving NSA/CSS personnel or information.

(U//~~FOUO~~) The Office provides legal advice on:

- Intelligence operations
- Procurement
- Research and development
- Information Security
- Environmental law
- Patents
- Telecommunications
- Personnel issues
- Security Matters
- Legislation
- Employment Issues
- Ethics

(U//~~FOUO~~) For additional information type "go GC" on the NSA/CSS intranet.

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## **(U) Miscellaneous**

### **(U//~~FOUO~~) Private Organizations/Clubs**

(U//~~FOUO~~) NSA/CSS has over 50 special interest and hobby groups, formed and administered by employees on a volunteer basis during non-duty time. These groups are open to all interested employees and cover a wide-range of interests from ceramics to skiing. Attendance at meetings is on non-duty time.

(U//~~FOUO~~) To find out more about these clubs and to access a complete listing of those clubs currently operating, type "go private-orgs" on the NSA/CSS intranet.

### **(U//~~FOUO~~) Government Employees Benefit Association (GEBA)**

(U//~~FOUO~~) GEBA is a nonprofit association formed in 1957 by Agency employees for Agency employees. GEBA offers a broad array of valuable insurance and investment products and financial planning services to NSA/CSS employees, retirees, contractors and their families. Most of these plans can be paid through convenient payroll allotment or automatic checking account deduction. The GEBA office is located in the VCC 2A (2nd Floor), Room 201. Call (301) 688-7912 (ns) or (800) 826-1126 (ns). GEBA's satellite office is located in nearby Columbia Gateway Business Park. Find out more at "go geba" on the NSA/CSS intranet.

### **(U//~~FOUO~~) Agency Sponsored Events**

(U//~~FOUO~~) Many organizations sponsor learning activities/events that are open to all employees. When that is the case, the announcement will have the following statement:

(U//~~FOUO~~) AGENCY-SPONSORED ACTIVITY: This is an Agency-sponsored activity. Employees attending this activity, with supervisory approval, will be carried in a duty status.

(U//~~FOUO~~) Supervisors have the authority to send their employees to any meetings or events that would enhance an employee's ability to perform his/her official duties.

(U//~~FOUO~~) If you are interested in attending an Agency-sponsored activity, request supervisory approval prior to the event.

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## (U) Miscellaneous

### (U//~~FOUO~~) 30-Minute Meal Break

(U//~~FOUO~~) The designated duty hours in the duty day must incorporate an additional half-hour of non-duty time to accommodate a 30-minute meal break, unless the position or work center has been granted (by ADHR) a meal-in-place exception due to mission requirements.

(U//~~FOUO~~) Employees may not skip lunch and work through the meal break time in order to depart from the work site early. Supervisors may occasionally excuse the meal period requirement under exceptional circumstances. Credit hours are not earned if the employee works during the meal break.

(U//~~FOUO~~) The half hour of non-duty time allocated for the daily meal break is:

- Meant to be free from duty
- Not considered duty time
- Not compensated with basic pay
- To be scheduled/taken as close to the mid-point of the duty day as possible; and
- Not limited to eating, but rather is time to engage in personal activities (e.g., reading, walking, relaxing, etc)

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## (U) Miscellaneous

### (U//~~FOUO~~) Military Time Conversion

(U//~~FOUO~~) Most of the NSA/CSS workforce uses military time when taking telephone messages, setting up meeting times, etc.

(U//~~FOUO~~) Below is a military time conversion chart. A simple way to become familiar with military time is to remember that if the time is before 12:00 PM (noon), simply add leading zeros. If the time is after 1:00 PM, simply add the time to 12:00 PM. For example: 1833 hours = 6:33 PM + 12:00.

Civilian Time	Military Time
0:01 – 0:59 AM	0001 – 0059
1:00 – 1:59 AM	0100 – 0159
2:00 – 1:59 AM	0200 – 0259
3:00 – 3:59 AM	0300 – 0359
4:00 – 4:59 AM	0400 – 0459
5:00 – 5:59 AM	0500 – 0559
6:00 – 6:59 AM	0600 – 0659
7:00 – 7:59 AM	0700 – 0759
8:00 – 8:59 AM	0800 – 0859
9:00 – 9:59 AM	0900 – 0959
10:00 – 10:59 AM	1000 – 1059
11:00 – 11:59 AM	1100 – 1159
12:00 – 12:59 PM	1200 – 1259
1:00 – 1:59 PM	1300 – 1359
2:00 – 2:59 PM	1400 – 1459
3:00 – 3:59 PM	1500 – 1559
4:00 – 4:59 PM	1600 – 1659
5:00 – 5:59 PM	1700 – 1759
6:00 – 6:59 PM	1800 – 1859
7:00 – 7:59 PM	1900 – 1959
8:00 – 8:59 PM	2000 – 2059
9:00 – 9:59 PM	2100 – 2159
10:00 – 10:59 PM	2200 – 2259
11:00 – 11:59 PM	2300 – 2359

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## (U) "Go" Quick Reference

Adjunct Faculty Program	"go adjunct faculty"
Alternative Work Schedules (AWS)	"go aws"
Audio News Information	"go audio news"
Awards	"go awards"
Benefits	"go md2"
Blood Donations	"go blood donor"
Career Development Center	"go career development"
Casualty Reporting	"go casualty-reporting"
Children's World Learning Center	"go cwlc"
Civilian Welfare Fund (CWF) Council	"go cwf"
Classification Advisory Officers (CAOs)	"go cao"
Classified Material Conversion Services	"go ll24"
Commuter and Motor Fleet Services	"go transportation"
Competitive Selection Office	"go vacancy"
Management System (HRMS)	"go concerto"
University (VUPOINT)	"go vuport"
Disability Affairs	"go disability-affairs"
Dispute Resolution Center (DRC)	"go resolution" or "go drc"
Diversity Outreach	"go diversity"
Drug Testing	"go drug-testing"
Electronic Subscription Service (ESS)	"go ess"
Emergency Employee Designation	"go emergency employee"
Employee Assistance Service	"go EAS"
Employee Benefits Information System	"go benefits"
Emergency Planning & Preparedness	"go EP2"
Employee Referral Program (ERP)	"go referral"
Employee Relations	"go er"
Employment Verification	"go employment verification"
Equal Employment Opportunity and Diversity (EEO)	"go eeo"
Ergonomics	"go ergonomics"
Ethics	"go ethics"

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UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~**(U) "Go" Quick Reference**

Evacuation Procedures	"go evacuation"
Executive Programs	"go execprog"
Field Assignments	"go pcs"
Financial Coaching Center	"go FCC"
Fixit	"go onebook"
Flexible Spending Account (FSA) Program	"go health benefits"
Foreign Language Incentive Pay (FLIP)	"go flip"
Forms	"go forms"
Health Benefits Information	"go health benefits"
HR Customer Gateway	"go hr"
Indoor Air Quality Information	"go IAQ"
Leave	"go leave"
Leave Sharing	"go leave-sharing"
Life Insurance Information	"go benefits"
Multimedia Services	"go multimedia solutions"
National Cryptologic Museum (NCM)	"go history"
NSA Ask-A-Nurse	"go ask-a-nurse"
NSA Homepage	"go gov nsa"
NSA On-Line	"go nsaonline"
NSA Police	"go nsa police"
NSA Recycling Program	"go recycling"
NSA's Occupational Structure	"go occupational analysis"
NEWSMAGAZINE	"go newsmagazine"
Nursing	"go nursing"
Occupational Health, Environmental and Safety Services (OHESS)	"go ohess"
OneBook	"go onebook"
Organizational Safety & Health Reps	"go oshrep"
Overeaters Anonymous	"go overeaters anonymous"
Pandemic Health Information	"go pandemic-flu"
Patient Advocate	"go patient-advocate"
Pay Information	"go payroll"

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## (U) "Go" Quick Reference

Performance Management	"go performance"
Personal Conduct	"go pmm"
Personal Escape Hoods	"go mask"
Personal Wellness Profile	"go PWP"
Personnel Management Manual (PMM)	"go pmm"
Physicals	"go physicals"
Policy	"go policy"
Promotion Information	"go promotion"
Property Accountability	"go property"
Restaurant Office	"go restaurant"
Resume Review	"go resume-pre-publication"
SEARCHLIGHT	"go searchlight"
Security	"go security"
Shiftwork	"go shiftwork"
Smoking Policy	"go smoking"
Staff Security Officer	"go SSO"
System Security Policy and Community Relations	"go TS2"
Telecommuting	"go telecommuting"
Temporary Medical Leave Assistance Program	"go leave-bank"
Thrift Savings Plan (TSP)	"go tsp"
Time and Attendance (T&A)	"go payroll"
Trading@NSA	"go trading"
Training	"go adet"
Travel	"go travel"
Travel Forms	"go travel forms"
Unofficial Foreign Travel (UFT)	"go uft"
Wellness	"go wellness"
Work/Life	"go worklife"
Workers' Compensation	"go workers-comp"
Work-related Injuries	"go work-related injuries"

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